

Human Resources Operations Manager

The Role

We're looking for an experienced and proactive HR Operations Manager to lead the day-to-day delivery of our people operations and help shape a positive, values-driven employee experience at U&C. In this key role, you'll oversee HR service delivery, systems, data, policies and the employee lifecycle—ensuring our HR function is efficient, compliant and continuously improving.

You'll work closely with the business to drive engagement, wellbeing, performance and talent initiatives, while coaching and developing our HR team. If you're passionate about operational excellence, employee experience and making a meaningful impact in a growing organisation, we'd love to hear from you.

The role is based at our Head Office on New Bond Street, London and regular site visits to our other offices and projects is encouraged.

What You'll Be Doing

- Leading day-to-day HR operations to ensure an efficient, accurate and timely service across the employee lifecycle.
- Managing HR systems, data integrity and reporting.
- Overseeing onboarding, lifecycle changes, payroll processes and offboarding.
- Driving engagement, wellbeing and culture initiatives across the business.
- Managing recruitment activity.
- Supporting performance, development and capability processes.
- Overseeing benefits administration and supporting annual reward cycles.
- Ensuring HR policies are compliant, up to date and consistently applied.
- Producing HR metrics and insights for leadership.
- Coaching and developing members of the HR team.
- Leading and supporting HR improvement projects.

What We're Looking For

- Significant experience in HR operations or a similar people-focused role.
- Strong understanding of UK employment law, HR policies and best practice.
- Proven ability to lead and improve HR processes across the employee lifecycle.
- Confident managing HR systems, data accuracy, reporting and GDPR compliance.
- Experience managing recruitment operations and supporting performance cycles.
- Ability to coach and develop others, with prior line management experience.
- Skilled in stakeholder management with the ability to influence and challenge professionally.
- Strong organisational, problem-solving and multitasking abilities.
- Excellent communication skills and the ability to support a diverse workforce.
- Comfortable working independently, using initiative and managing competing priorities.



Why Join Us

Urban&Civic is a purpose-driven company dedicated to shaping thriving communities and creating long-lasting impact. We're proud of our collaborative, people-first culture and our passion for placemaking, innovation and doing the right thing. With excellent benefits, strong opportunities for professional development and a supportive environment committed to lifelong learning, joining U&C offers an exciting and meaningful career opportunity. You'll be empowered to grow, contribute and make a real difference.

How to apply

All applications must be submitted online. To apply, click on the "Apply Now" link below and follow the prompts.

Urban&Civic is committed to being an equal opportunities employer and we kindly request that you complete our Equality and Diversity Monitoring Form using the following link:

[Urban&Civic Equality & Diversity Monitoring Form – Fill out form](#)