

JOB TITLE: HR MANAGER

REPORTS TO: HEAD OF PEOPLE, CJBS

Background

The Human Resources department at Cambridge Judge Business School (CJBS) is responsible for delivering a comprehensive HR service to all staff, faculty, and academic visitors. This includes organisational design, recruitment and retention, pay and grading, training and development, employee relations, performance management, and helping to advance the School's Equality, Diversity and Inclusion (EDI) agenda.

The HR function plays a critical role in supporting the strategic direction of the School, ensuring that people management practices are aligned with both current priorities and future ambitions. The department works collaboratively with the School of Technology (SoT) HR Team and the University's HR Division and supports a dynamic, international, and academically rigorous environment.

The role

The HR Manager is a key member of the team, reporting directly to the Head of People, CJBS and formally deputising in their absence. The postholder contributes to the development and delivery of the School's HR strategy, ensuring its successful implementation across all areas of the organisation.

The HR Manager leads the provision of a high-quality, responsive HR service and oversees a broad portfolio including recruitment and retention, learning and development, performance management, employee relations (including complex casework), and supporting EDI initiatives. The postholder works closely with the wider HR team, comprising the EDI Manager, HR Advisor, Assistant HR Advisors, Senior HR Coordinator and HR Coordinators, and collaborates with senior academic and professional services colleagues to promote consistent, fair and effective HR practices.

The role requires a proactive approach to identifying and resolving people-related issues, driving continuous improvement in HR service delivery, and enhancing staff engagement and welfare. The HR Manager provides expert advice, guidance and coaching to managers and staff, ensuring University policies and procedures are consistently applied and understood.

Crucially, the postholder acts as a strategic partner to the School's leadership, representing the Head of People, CJBS in high-level meetings and supporting decision-making on all HR matters. They also play a leading role in shaping the culture of the School through the implementation of people-focused strategies that underpin academic and operational excellence.



Main responsibilities

Strategic development and support

- Work closely with the Head of People, CJBS in developing and implementing an effective HR strategic plan, in line with overall School aims, University policy and best practice.
- Champion best practice human resource management to maintain consistency and compliance. Ensure the effective management of staff through the fair, efficient and pragmatic application of best practice, this includes the coaching, training and advising of managers in excellent people management and development, and other topical HR best practices which would enhance the reputation of the School, e.g. more tailored on-boarding and staff engagement practices.
- Work closely with the Head of People, CJBS and the EDI Manager to support the progression of the School's EDI strategy and to implement the action plan for the Athena Swan accreditation, which was awarded to the School in 2024.
- Deliver timely and accurate management information and data analysis to support evidence-based planning and strategic decision-making by senior leadership and managers; engage directly with managers to interpret insights and assess the potential organisational and people impacts of proposed decisions.
- Provide Senior Management with HR information required e.g. CJBS RemCo, Advisory Board and Faculty Board recruitment updates and associated papers ahead of School Faculty Board meetings.
- Ensure that recruitment and appointment decisions are aligned with current and future strategic aims and objectives of the School.
- Participate and at times lead HR related projects, managing the implementation of change programmes across the Department in pursuit of its strategic aims and objectives (e.g. Staff Survey, Athena SWAN action plan.).
- Represent the CJBS on working groups, steering groups and forums within the School of Technology and the University.

Employee relations and advice

- Provide direction, advice and guidance to academics, senior managers and line managers on a complete range of HR matters including, specific, individual casework and relevant employment law and University policies and best practices.
- Analyse HR management information such as staff turnover, sickness absence, use of agency staff etc, identify trends and areas of concern and formulate and implement solutions.
- In conjunction with line managers address problems such as poor performance, high levels of sickness absence and inappropriate behaviour. Keep the Head of People, CJBS and SoT HR informed regarding issues to ensure consistency of approach.
- Deal with sensitive and often complex staff issues e.g. bullying and harassment allegations.
- Work with managers and staff to resolve problems and difficulties, which may include negotiating and implementing sensitive exit strategies.
- If necessary, manage restructure and redundancy processes including consultation with staff.
- Acts as facilitator / mediator in meetings between staff where there are sensitive problems/issues.
- Ensure CJBS always operates within employment law and best practice.

HR management

- Ensure the delivery of professional advice, management reports, casework management, effective and efficient recruitment services and HR administration:
 - To conduct regular meetings involving the Head of People, CJBS, the School's Lead HR Business Partner and members of the Senior Management Team to report on issues and progress.
 - To manage the operational delivery of School's HR support function. Managing the performance, development, and impact of the two Assistant HR Advisors and the Senior HR Coordinator; take responsibility for the overall quality, efficiency, and responsiveness of HR service delivery, including the day-to-day operations of the HR service desk, ensuring high standards of customer service, consistency, and alignment with School-wide people priorities.

Projects, policies and procedures

- Lead HR related projects that support the implementation of change programmes across the School in pursuit of its strategic aims and objectives (e.g. Executive Coaching, Learning and Development, wellbeing initiatives).
- Evaluate current projects and identify new projects which will add value to the CJBS HR offering.
- Regularly review HR policies and processes on an ongoing basis in order to ensure maximum efficiency and effectiveness taking account of the organisational context, ensuring that they represent excellent practices based on the latest research and HR industry thinking and are consistent with University policy and the objectives of the school are met.
- Ensure senior managers and line managers are aware of the implications and effects of any proposed HR changes both in employment law and University policies and procedures.
- Oversee the probation procedure for professional services staff. Liaising with managers and delegating required actions to the HR team to ensure the procedure is followed and any difficulties are identified and dealt with appropriately in a timely way.
- Implement and manage the staff appraisal system for staff with support from the HR team.
- Interrogate and analyse burst reports, and work with management to identify improvements / actions.
- Implement University HR policy changes ensuring they fit within the culture and organisational needs of the department.

Line management and development

- Overall management responsibility for the work of the two Assistant HR Advisors and the Senior HR Coordinator, as well as indirect oversight of the HR Coordinators. This includes:
 - Recruitment and induction of staff.
 - Setting objectives, managing probations, conducting appraisal, identifying personal development and training needs.
 - Co-ordinate and supervise allocation of work, ensuring a high quality of work and service are completed in a timely and professional manner.

- Undertake routine personnel management such as monitoring and authorising leave and absence and undertaking performance management if required.

Recruitment

- Manage all aspects and levels of Academic, Academic Related, Research and Assistant staff recruitment for the School. Review the Schools recruitment requirements and adapt these to developing strategic needs and aims.
- Provide exceptional and seamless advice, service and support to managers requesting recruitment and staff planning. Advising managers on recruitment best practice and acting as a key part of the decision-making process throughout.
- Planning the recruitment campaign alongside the recruiting manager, advising managers on suitable avenues for advertising. Seeking proposals and engaging with Head-hunters and specialist recruitment agencies for senior and professorial posts whilst also negotiating and agreeing the most favourable terms for the School, and ensure these terms have been approved by the School Contracts Manager.
- Managing the interview process: shortlisting candidates with the recruiting manager, including agreeing on the selection criteria and advising on the selection process overall. Attending interviews and acting as a key member of the interview panel. Making offers to preferred candidate and negotiating salary and conditions. Managing the HR4 process when required.
- For academic recruitment:
 - In the case of professorial recruitment, advise and work with Subject Group Heads to prepare and seek approval for Board of Electors and manage the approvals process until the point that central HR carry it forward.
 - Manage the candidate campus visits from scheduling these with staff, faculty and Head of Department. (For Professorial candidates, this includes arranging meetings with the Head of School of Technology).
 - Campus visit plans include, advising on and ensuring arrangements are made for travel, booking local hotel accommodation, organising airport pick-ups / drop offs (for professorial candidates) visas, seminars, refreshments, lunches and college dinners etc.
 - Providing input and informing the recruiting panels making the selection decisions on recommendations on preferred candidates etc.
 - For job offers, advise on appropriate salary packages, and ensure consistency of salaries with existing faculty groups when negotiating terms.
 - Consider also whether market supplement and recruitment incentive payments would be appropriate and should be applied for.
 - Prepare draft market pay cases for the Head of People, CJBS to review and agree with the Dean of the business school These market pay cases are for all new faculty members and other cases which may be required as a result of promotion or for retention issues.
 - Prepare and seek approval for Recruitment Incentive Payment (RIP) cases, where agreed as part of the offer package.

Compliance & Onboarding

- Provide immigration support and advice to Academic staff and visitors requiring visas in coordination with the Compliance Team.
- Organise specialist relocation support and advice with external service providers for senior academics, to assist them with house hunting, children's schooling and general process for settling in Cambridge.
- Conduct or oversee the HR induction process on first day for all new academic, academic-related, research staff, and academic visitors advising on relevant policies and procedures.
- For new faculty and visiting (paid) professors, ensure their stay at the CJBS flat is managed effectively, liaising with the Accommodation Service to provide access etc. where necessary.

Training and Development

- In consultation with the Head of People, CJBS coordinate and arrange appropriate training events for staff.
- Meet with managers regularly to identify training needs and advise on appropriate training for their team if necessary. Encourage training & development of all staff through these meetings with managers and as part of the appraisal scheme.
- Act on feedback / surveys from managers and staff to understand areas of training and development need and consider solutions in discussion with the Head of People, CJBS to meeting these gaps, either by delivery in house or externally sourcing specialist trainers in these fields. Managing the cost implications and approvals process where external trainers are used.
- Prepare and deliver training sessions to managers and other staff as appropriate on HR related matters such as employment law, addressing poor performance, recruitment, change management, stress management etc.
- Liaise with external coaches and organise all stages of the coaching provision to staff, ranging from arranging introductory workshops, to the review of coaching outcomes.
- Consider the use of and monitor the effectiveness of job swaps/secondments.
- Manage and monitor the School's training budget, reviewing this quarterly and annually with the Finance team. Whilst the training budget is for the benefit of all staff, review and approve all training requests to ensure there is a strong business case for supporting the request in view of the costs involved. Put in place training agreements with staff to enforce pay-back of training costs should they leave CJBS within three years (sliding scale).

Managing Relationships

- Build and maintain trust and confidence with all levels of staff and faculty to ensure HR is always approachable and effective.
- Build and maintain relationships within the wider University e.g. HR Shared Services team, SoT Lead HR Business Partner and HR Business Partners / Advisors, Grading and Reward, Governance and Compliance Division, Occupational Health and other departmental HR teams.
- Ensure candidates and applicants have a good impression of the School through a robust recruitment process.

- Build and maintain relationships with externals e.g. employment agencies / Head-hunters, training providers and other business schools.
- Maintain contacts with other HR Professionals to share knowledge and experience, to keep up to date in HR and employment law issues.
- Involved in wider university teams when necessary and relevant e.g. attending School of Technology HR Forum and School of Technology EDI Forum; member of other committees as required.

Deputise for Head of People, CJBS

- In the absence of the Head of People, CJBS, chair or attend meetings in the business school or University as required to represent CJBS HR.
- Act as signatory to payroll and HR forms and instructions with delegated authority from the Head of People, CJBS in their absence.
- Advise the CJBS Dean and other members of the Senior Management Team on urgent HR related strategic matters when the Head of People, CJBS is not available.

Budget Management

- Oversight of HR and Recruitment budget.
- Processing invoices and maintain accurate records of expenditure.
- Authorise expenditure and add new suppliers to the internal JPROC system.
- Manage Training budget and temporary worker budget.

Others

- The role holder is a departmental contact for the election of Fund Manager memberships as communicated in the Reporter, for funds such as the Pembroke Visiting Professor of International Finance and the Sandra Dawson Visiting Professorship of Marketing, Strategy, and Innovation.
- The role holder is one of three departmental contacts for Burst reports.
- The role holder manages in consultation with the School's Facilities Manager the use and allocation of two hot desking visitor's suites reserved for the sole use of honorary visitors to the School.
- Head of People, CJBS may from time to time require the role holder to perform other duties appropriate to the grade of the post.

The person

The ideal candidate should have the following qualities, skills, and attributes:

Qualifications & knowledge

- Educated to degree level or equivalent.
- Level 7 CIPD qualified.
- Expert knowledge of employment law and HR best practice.
- Strong numeracy and data skills for producing spreadsheets and managing budgets.

- Proficiency in Microsoft Office (Word, Excel, PowerPoint), with experience using databases, email and calendar systems.
- Experience with using HR-related systems.

Experience

- Substantial experience in a generalist HR role within a busy department.
- Proven HR experience within a Higher Education institution—ideally in an academic environment.
- Demonstrated experience in designing and delivering training & development initiatives.
- Experience managing or supporting cultural and organisational change initiatives.
- Proven track record of leading HR projects and initiatives, including those involving cross-functional collaboration.
- Familiarity with confidential personnel matters and handling sensitive information appropriately.
- Experienced taking minutes and recording key actions in meetings.
- Experience negotiating financial terms with external suppliers and service providers.

Strategic & operational skills

- Strong judgement and interpretation of complex HR policies and employment legislation.
- Ability to work independently and take initiative—especially in the absence of the Head of People, CJBS.
- Demonstrated ability to manage multiple priorities, meet deadlines, and operate effectively in a fast-paced environment.
- Strong organisational, analytical and independent problem-solving skills.
- Detail-oriented, creative, and resourceful in approach to work.
- Proven ability to manage sensitive and confidential information with discretion.
- Flexible approach to work, with availability for occasional evening or weekend commitments.

Communication & interpersonal skills

- Excellent interpersonal skills, with the ability to build trusted relationships and listen with empathy, discretion and tact.
- Ability to communicate clearly, concisely and persuasively, both in writing and verbally, to staff at all levels, including senior management and external stakeholders.
- Strong presentation and facilitation skills, including the delivery of training sessions and engagement events.
- Skilled at conveying complex business and cultural change messages in an accessible, time sensitive and motivating way.
- Proven influencing and negotiation skills, particularly at senior management and Faculty level.
- Able to adapt communication style to suit audience and context.

Leadership & Relationship Management

- Ability to represent and deputise for the Head of People, CJS in high-level meetings.
- Demonstrated ability to gain buy-in to strategic initiatives and cultural change.
- Strong facilitation, stakeholder engagement and client relationship management skills.
- Collaborative team player, yet confident working independently when required.
- Proven ability to lead projects involving cross-functional teams both within and outside the HR department.

Desirable:

- Familiarity with University of Cambridge HR policies and procedures.
- Proven HR experience within a Higher Education institution.

Benefits

This is a full-time position working 37 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range of £41,671-£55,755 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression within the Grade. In the majority of cases, appointments will be made at the Grade minimum; only in very specific, exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities, and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register for an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 9 July 2025.

Applicants are required to provide details of two referees. Typically, referees will not be contacted until an offer has been made. In exceptional circumstances, we may need to contact your referees at an earlier stage of the recruitment process; however, this will only be done with your prior consent.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hrsupport@jbs.cam.ac.uk.