

# PEOPLE OPERATIONS MANAGER

Candidate Brief

**DEPARTMENT:**

People

**REPORTING TO:**

Director of People

**HOURS:**

c 20

**LOCATION:**

Preston





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# INTRODUCTION TO THE EFL

“The EFL is about two things – great football competitions and supporting communities 365 days a year”.

## Trevor Birch

EFL Chief Executive Officer.

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The English Football League (EFL) is the highest attended football league, and largest single body of professional clubs in Europe.

It is responsible for administering and regulating the Sky Bet EFL, Sky Bet Play-Offs, Carabao Cup and Bristol Street Motors Trophy competitions, plus youth and reserve team football.

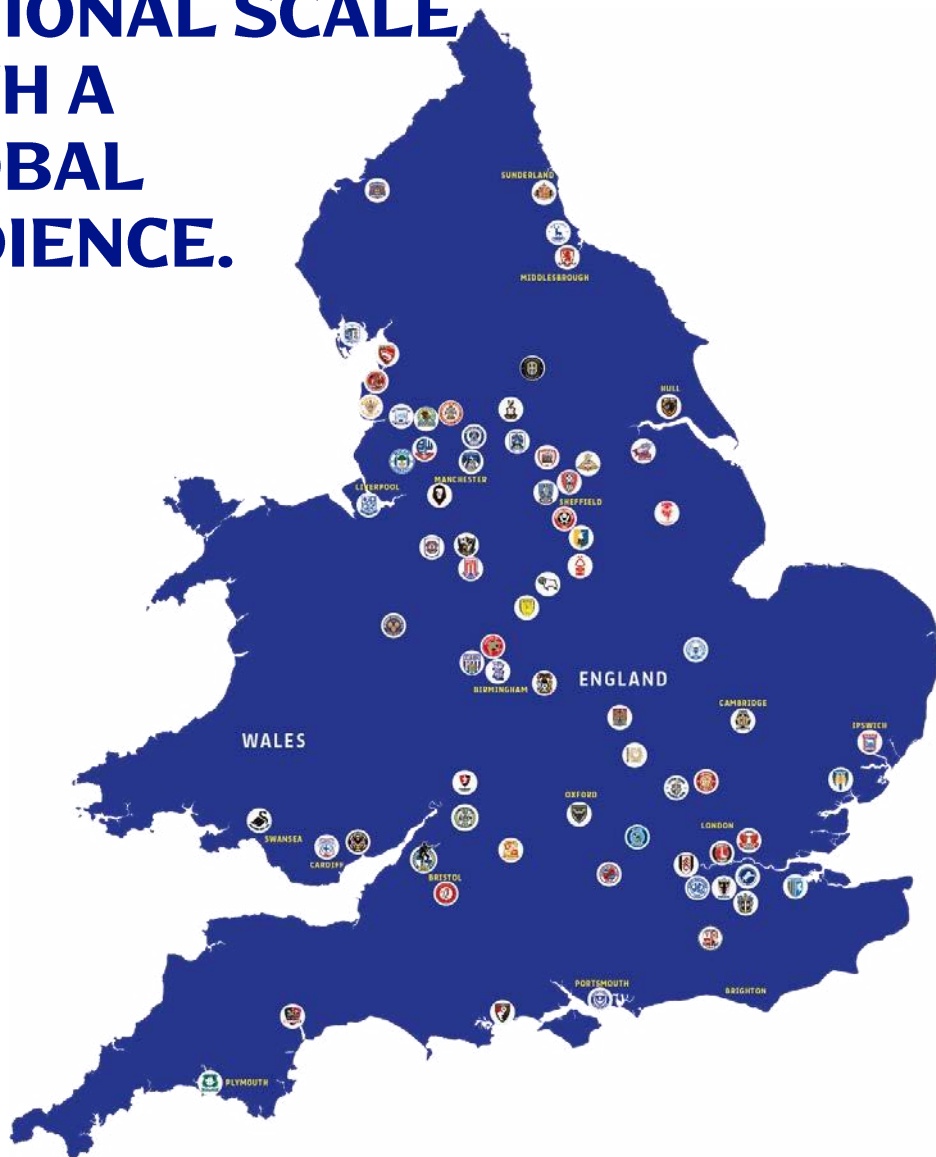
A vital part of sporting life, both in the UK and across the globe, the EFL operates some of the world’s most competitive, popular and successful football competitions, acting as part of the fabric of life for millions of fans and families.

EFL Clubs are truly embedded in the hearts of their 72 local communities, spanning the breadth and depth of England and Wales. Away from the match-day, Clubs and Club Community Organisations interact seven days a week, 365 days a year, making a positive contribution to the communities in which they serve.

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# LOCAL ACTIVATION ON A NATIONAL SCALE WITH A GLOBAL AUDIENCE.



**72**

EFL Clubs cover a catchment area of 46.7 million people, 80% of the population of England and Wales



**1,891**

Matches per season including five showpiece finals at Wembley Stadium



**1 IN 4**

Admissions to a UK sporting event are for an EFL organised match



**54%**

Of the UK population will watch EFL football on TV each year



Connected by the EFL's **DIGITAL ECOSYSTEM** of 72 Clubs plus central EFL channels



Broadcast to a global audience of over **400 MILLION** across **187 COUNTRIES**



# BRISTOL STREET MOTOR TROPHY FINAL 2024

# WINNERS



## PEOPLE TEAM

The People Team works with our employees across the EFL & EFL in the Community (EFLitC) so that our employees can focus on delivering great service to our Clubs and our CCOs.

The People Team covers all employee led strategy, governance, recruitment and L&D and are always striving to create a business where;

- Employees feel valued
- There is a great opportunity to grow and develop
- Managers are empowered to manage
- There is consistency but with the flexibility to change

The Team is led by the Director of People with:

- People Operations Manager
- People Officer – Engagement and Governance
- People Officer – Recruitment, Learning and Development
- People Administrator



# EFL GROWTH TRAJECTORY



## AUDIENCE

Highest volume of live broadcast output of any UK sport (1,050 live matches per season)

## ATTENDANCE

Highest attended sports league in Europe

## COMMUNITY

Unrivalled nationwide integration across 72 Clubs & communities (online and offline)

## PURPOSE

Best in-class EDI provision ('EFL Together' strategy)

## GLOBAL

Record international broadcast output plus regional marketing partnerships (including USA)

There is an opportunity for a high-performing individual to join the team and play a key role in the EFL's continued growth...

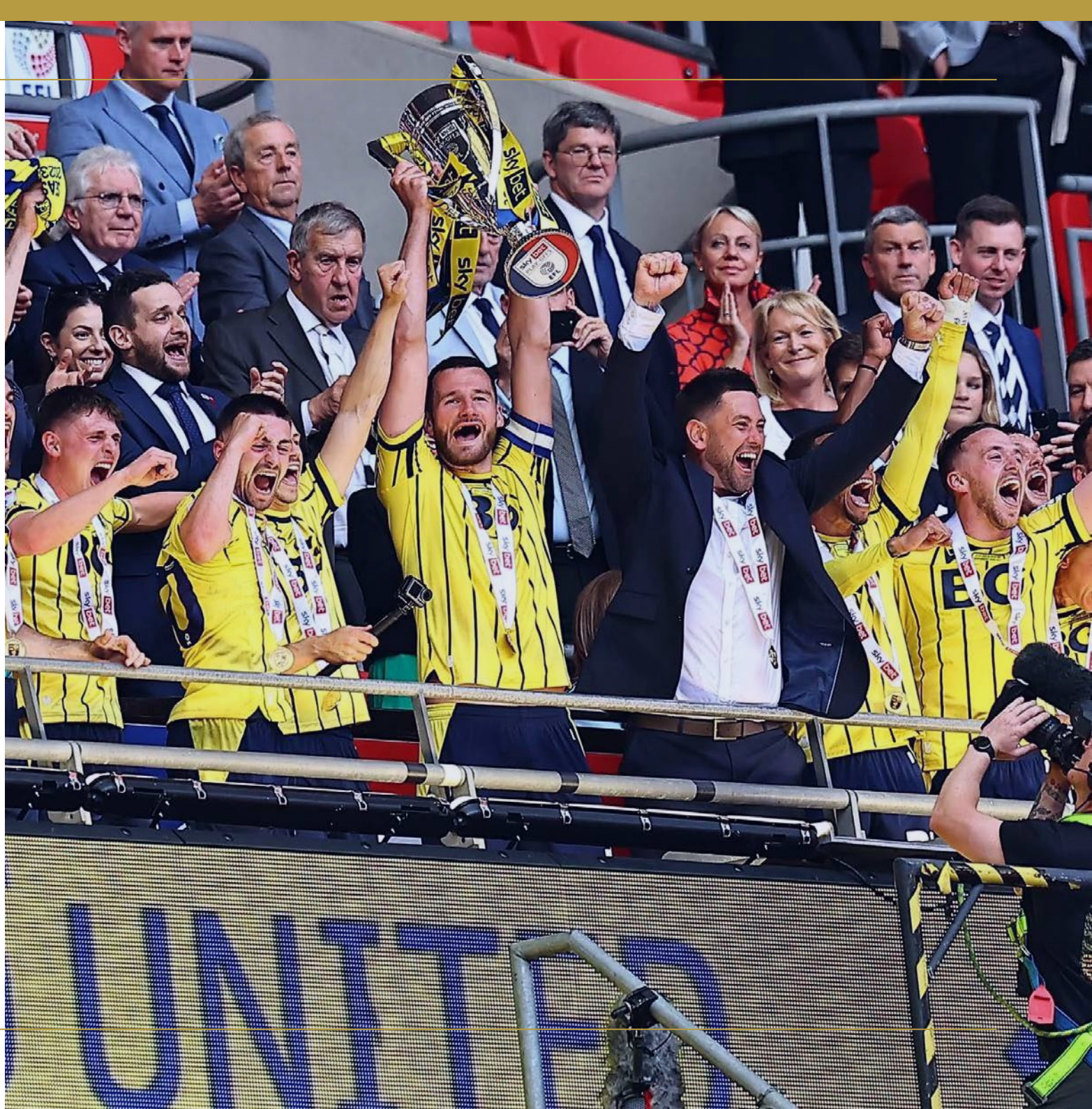


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## JOB PURPOSE

As the People Operations Manager, you will be responsible for the development, implementation and management of the People Team's systems, operations and processes.

Reporting to the Director of People, you will play a key part in embedding robust processes and systems around governance, payroll, wellbeing, case management and onboarding/offboarding as well as other core HR areas.





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# KEY RESPONSIBILITIES

- Development, implementation and management of systems around core HR areas such as governance, payroll, wellbeing, case management, onboarding/offboarding
- With the Director of People the review of all the employee systems/operations to make sure they are best-in-class
- Oversee all governance matters (documentation, policies, employee handbook) making sure they are accurate and in line with legislation
- Manage the further development of the People HR system – specifically introducing workflows
- Oversee the monthly and annual payroll processes to make sure these are efficient, appropriate and in line with best practice
- Produce and use key metrics and analytics to assess the effectiveness of initiatives and improve processes
- Develop and update people policies, templates, guides, procedures and protocols
- Advise managers on people policies and knowledge share best practice with them
- Provide coaching to colleagues in the People Team to help the develop
- Maintain an up-to-date knowledge of UK employment law, ensuring that this is shared appropriately, and that the organisation's policies and procedures are compliant

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# INDIVIDUAL CRITERIA

## KNOWLEDGE & UNDERSTANDING

- Up to date knowledge of employment legislation
- A proven record of developing and implementing HR/people systems and processes
- Lead by example by contributing to promoting the principles of the EFL:
  - **Everybody Working Together**  
- We are one team supporting each other and collaborating on our shared goals.
  - **Fairness & Equality**  
- Being consistent and inclusive for everyone - showing respect.
  - **Listening & Learning**  
- Communicating with trust and honesty - growing as individuals and enabling others to do so too.

## TECHNICAL SKILLS/QUALIFICATIONS

- CIPD level 5 qualified or equivalent
- Demonstrable competency in a core HR/people management role
- Demonstrable competency in implementing people systems
- Competency in case management
- Capability in the design and delivery of training on HR practices

## ATTRIBUTES

- Strong communication skills – able to communicate sensitive information effectively and clearly to different internal and external stakeholders
- Ability to think and plan operationally and systematically
- Organised and self-driven
- Natural problem solver who can understand the process of systems development
- A team player with a flexible approach to working
- Ability to work in a fast-moving environment
- Superb attention to detail
- Excellent Microsoft Office skills





## OUR TEAM AT THE EFL

The EFL offers a unique opportunity to work with some of the biggest sporting competitions, clubs, commercial partnerships and media in the market.

We look for the best people who approach their work with energy, excellence and commitment.

Our employees are crucial to our success and Equality, Diversity and Inclusion are fundamental elements of building our team. Each of us has an array of qualifications, skills and life experiences.

If you have any particular requirements in respect of the recruitment or interview process, please mention this in your application.



## SAFEGUARDING

The EFL is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions and cautions. Amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

## INCLUSION

The EFL is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer.

Applicants fulfilling the criteria will be considered in a meritocratic way and without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.







# EFL TOGETHER

## PRINCIPLES

Employees across the business came together to create the EFL Principles - developed by employees for employees:

- **Everybody working together**  
- We are one team supporting each other and collaborating on our shared goals.
- **Fairness and equality**  
- Being consistent and inclusive for everyone and showing and treating everybody with respect.
- **Listening and learning**  
- Communicating with trust and honesty, growing as individuals and enabling others to do so too.

## EMPLOYEE AWARDS

We want to celebrate all the successes that we can so we have a number of ways that we do this:

- **We celebrate loyalty** – we try and make employees feel special when they reach certain milestones
- **We celebrate achievements** – like passing an exam or completing a course
- **We celebrate personal achievements** (if employees are happy to)
- **We celebrate how employees work together** through a colleague nominated awards programme, everyday thanks and special recognition from our Executive Leadership Team

**T**  **GETHER**





## EMPLOYEE BENEFITS

**PENSION SCHEME** - all eligible employees are enrolled in the 10% non-contributory pension scheme with Aviva. You can also make your own contributions through a salary sacrifice arrangement if you wish but these will not be matched by the company

**PRIVATE MEDICAL INSURANCE** -

**Everyday Health Plan (EHP):**

- All employees are automatically enrolled into the EHP (currently provided by Westfield)
- The cash plan allows you to claim certain amounts per year on various benefits e.g., dental, optical, therapies etc.

**Private Medical Insurance (PMI):**

- This is an opt-in private medical insurance just for you – that the EFL will pay for (currently provided by Vitality)
- Dependants can also be added to at your cost

**SEASON TRAVEL TICKET LOAN**– an **interest free loan** for employees to cover the cost of travelling to and from the workplace via tram, rail, bus or others

**MATCHDAY TICKETS** – complimentary tickets may be requested for any league club games based on a number of criteria being met

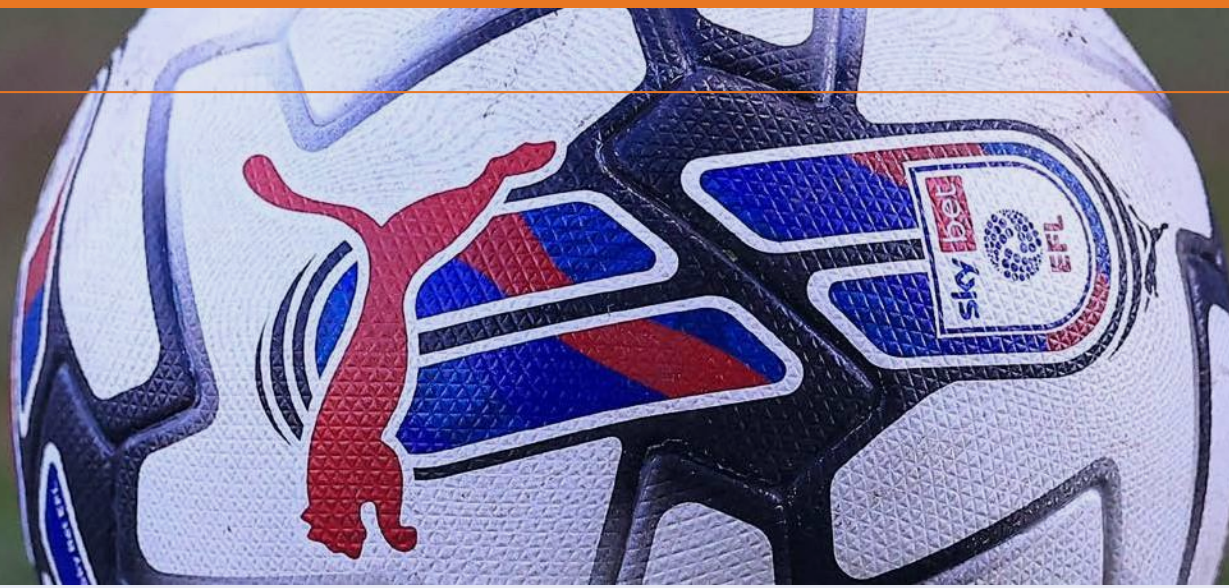
**FINALS** – your chance to attend our Wembley finals to watch or to help

**SOCIAL EVENTS** – the EFL hosts a summer and winter celebration party for all employees along with other local events during the year

**ELECTRIC CAR SCHEME** – the EFL has engaged with Octopus to offer the opportunity to lease an electric vehicle through a salary sacrifice arrangement

**LIFE ASSURANCE & INCOME PROTECTION INSURANCE** – both paid for by the EFL to give you peace of mind





## RECRUITMENT PROCESS

### STAGE 1 Submitting your application

Apply via [efl.com](https://efl.com)

A short-list of candidates will then be selected for interview

### STAGE 2 First-stage interview

You may be invited to an online discussion for both parties to find out more about each other, allowing you to showcase your knowledge and skills relating to the role

### STAGE 3 Second-stage interview

You may be invited to a face-to-face interview to discuss your application further

You may be asked to undertake a task, create a presentation and/or complete a psychometric

### STAGE 4 Job offer

Congratulations!





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sky bet  
LEAGUE TWO  
EFL

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CHAMPIONSHIP  
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LEAGUE ONE  
EFL

EFL TROPHY

Carabao Cup  
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PLAY-OFFS  
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Carabao ENERGY DRINK  
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To submit your application, go to [www.efl.com](http://www.efl.com)

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[efl.com](http://efl.com)



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