

## Job Description

<b>Job title</b>	Global HR Operations Manager	<b>Location</b>	London / Delhi / Accra
<b>Department</b>	HR	<b>Length of contract</b>	Permanent
<b>Role type</b>	International	<b>Job level</b>	Manager
<b>Travel involved</b>	Occasional	<b>Safeguarding level</b>	TBC
<b>Reporting to</b>	Head of People	<b>Direct reports</b>	1

### Who we are

[Clean Air Fund](#) is a global philanthropic organisation that brings together governments, campaigners, researchers, funders, and businesses to create a world where everyone breathes clean air.

### Clean air for all

We all need clean air to live, grow and thrive. Yet 9 out of 10 people breathe harmful, dirty air, making air pollution one of our biggest health threats.

Globally, over 7 million people die every year because of air pollution – more than twice as many as from malaria, tuberculosis and HIV/AIDS combined. The poorest communities, living in the most congested areas, are hit the hardest. Babies, children and older people suffer most.

In addition to harming our health, air pollution is linked to climate change.

It doesn't have to be this way.

Cleaning our air can be a solution to some of society's greatest challenges, from public health to climate change, children's development to sustainable economic growth.

### How we work

From grassroots to government, Clean Air Fund supports partners to accelerate action on clean air. We do this by:

- funding and partnering with organisations across the globe that promote air quality data, build public demand for clean air and drive action;
- influencing and supporting decision-makers to act on clean air and to strengthen the air quality cause; and
- working with communities that are disproportionately affected by air pollution.

Find out about our 'Clean Air For All' strategy [here](#). Learn more about where we work [here](#).

### What Clean Air Fund offers

We are a growing organisation that is clear about what we offer and what we expect from everyone in the team.

We offer the opportunity to be at the heart of efforts to drive the air quality agenda and tackle air pollution across the globe. You would be joining an ambitious organisation that is expanding the scale of its work year-on-year and [making a real difference](#).

We provide a competitive reward package, flexible working and a commitment to supporting your learning and professional development. As a relatively new organisation, we are intentional about building trusting relationships and, to facilitate a strong culture across the team, everyone comes into the office for 50% of their time.

Everyone who works with us shares our values – collaborative, dynamic and evidence-informed – and a commitment to our mission. We are growing rapidly, so comfort with change and the ability to work at pace is vital, as is a desire to learn, improve and develop with the organisation. Find out [here](#) about our values, offices, benefits, salary and commitment to diversity, inclusion and equality.

### **Job purpose**

The HR Operations Manager is responsible for delivering high quality, consistent, and compliant HR operations across the employee lifecycle with equity, diversity and inclusion (EDI) embedded throughout processes and decision-making. This role oversees global payroll governance, ensures strong HR systems and processes, maintains data accuracy and privacy, and leads operational improvements that enhance employee experience.

### **Key working relationships**

This is a highly collaborative role. As part of Clean Air Fund's people team, you will work closely with Global HR Business Partners, Finance, Recruitment, and our global Operations team. You will also lead and develop a member of the HR Operations team.

### **Key Responsibilities**

#### **People Operations & Lifecycle Management**

- Lead end-to-end HR operations across the employee lifecycle with Recruitment and Global HRBPs (onboarding, offboarding, employee changes, and contracts/letters)
- Ensure accurate, consistent, and compliant delivery of HR processes, maintaining clear SOPs, service standards, and stakeholder communications that are equitable and accessible, and driving continuous improvement
- Oversee day-to-day benefits and leave/absence administration with vendors and internal stakeholders, ensuring a consistent and inclusive employee experience and accurate payroll inputs
- Support case management and operational aspects of employee relations matters (e.g., documentation, process guidance, and coordination), partnering with Global HRBPs and Legal on sensitive issues
- Line manage, coach, and develop the HR Operations team member, setting clear priorities and supporting high-quality delivery
- Partner with the Head of People and Global HRBPs on workforce planning, organisational changes, and People initiatives

### **Global Payroll Governance**

- Own global payroll governance, coordinating with Global HRBPs and Finance to ensure timely, accurate delivery via external providers and clear sign-off controls
- Manage UK payroll inputs, reports, quality checks, reconciliations, and approvals with Global HRBPs and Finance, including month-end sign-off
- Manage payroll delivery with EOR partners and global payroll providers, including inputs, quality checks, reconciliations, approvals, and issue resolution with Global HRBPs and Finance
- Maintain and review payroll controls, calendars, documentation, and workflows to minimise errors and risk
- Act as the escalation point for payroll issues and drive continuous improvement
- Support HR, Operations, and Finance to establish payroll and employment set-up when Clean Air Fund expands into a new region or country (e.g., selecting an EOR, defining processes and controls, and ensuring compliance)
- Provide operational input into salary banding and compensation strategy, supporting equitable and transparent pay practices and ensuring HRIS set-up and payroll execution enable consistent and compliant outcomes across countries

### **HR Systems (HRIS) & Automation**

- Own and manage the HRIS (Deel), including configuration, workflows, permissions, and user experience, ensuring systems and processes are inclusive and accessible
- Maintain HRIS data integrity through regular audits, clear data standards, and controlled change management for new fields, workflows, and releases
- Partner with Operations/IT to maintain appropriate access controls, security, integrations, and data privacy standards for HR systems
- Implement automation (including responsible use of AI where appropriate) to increase efficiency, reduce manual work, and consider bias and EDI impacts
- Train and support managers and the People team on system usage
- Create a safe and trusted environment to collect EDI data for the benefit of individuals and the organisation

### **Data, Reporting & Insights**

- Maintain accurate people data and strong data governance across HR systems, supporting audit readiness.
- Deliver regular reporting on headcount, turnover, payroll accuracy, and other KPIs
- Build dashboards and insights to support leadership decision-making
- Lead the collection and reporting of EDI insights and metrics in a thoughtful and compliant way, partnering with the People team to inform strategy and actions

### **Policy, Compliance & Data Privacy (Including GDPR)**

- Maintain and update global HR policies for compliance, consistency, and alignment with EDI principles, in collaboration with the People team
- Ensure processes and systems comply with GDPR and international data privacy standards
- Maintain documentation of processes, controls, and data flows, embedding operational controls to reduce risk across key HR activities
- Monitor regulatory changes and update processes proactively

## Vendor & Partner Management

- Manage HR operations vendors (HRIS, EOR, payroll, benefits), including renewals, SLAs, service quality, issue resolution, and ongoing optimisation, with attention to inclusive service delivery and employee experience
- Support vendor due diligence and compliance (e.g., data processing terms, access controls, and documentation) in partnership with Operations/IT and Finance
- Partner with IT and Finance to assess tools, negotiate contracts, and ensure system scalability

## Person Specification

### Essential technical competencies

- Experience in HR Operations / People Operations roles, ideally in global, multi-country, and scaling environments
- Strong understanding of HR systems, data, and operational processes
- Experience overseeing multi-country, vendor-led payroll
- Experience managing third-party vendors (e.g., payroll, EOR, benefits, HRIS), including service governance and issue resolution
- Solid UK payroll experience, including monthly submissions, end-of-tax-year cycles, and compliance
- Good knowledge of GDPR and data privacy standards
- Experience using technology to improve workflows, implement systems, or drive automation (ideally including Copilot Pro, though other AI proficiency is welcome)
- Strong analytical skills and comfort working with data, reports, and dashboards
- Ability to manage multiple tasks and stakeholders while maintaining high accuracy
- Proficient in using the latest Microsoft 365 tools, comfortable with cloud-based platforms like Microsoft Teams and SharePoint, adaptable to new ways of working, and an excellent understanding of basic cyber security and data protection hygiene.

### Essential behavioral competencies

- **Systems Thinking** – understands how processes, data, technology, and controls interconnect.
- **Tech & AI Aptitude** – enthusiastic about adopting new tools, experimenting with automation, and improving systems.
- **Operational Excellence** – reliable, structured, and committed to quality.
- **Analytical Problem Solver** – uses data to identify issues and propose improvements.
- **Compliance Mindset** – strong awareness of controls, privacy, and risk.
- **Collaboration** – works seamlessly with HRBPs, IT, Finance, Legal, and external vendors.
- **People Management** – able to coach and develop a junior team member.
- **Clear Communication** – able to translate complex operational issues into simple, understandable information.