

Job Description

Job title	People and Policy Partner	Grade	B
Department	People and Operations		
Team	People Team		
Responsible to	People Operations Manager		
Revision Date	October 2025		

Purpose of the job

Working closely with the People Operations Manager, wider People team and at times wider People and Operations department (PO), this role will deliver a comprehensive solution-focussed People service on employee relations and policy which adds value in nature and is in line with the IOP's strategic aims, objectives and business plans. To be an integral part of the People Team giving advice on a range of complex issues to employees and line managers on all aspects of the People activity. This is a specialist role that will look pro-actively to make improvements to policy and employee relations. This role will also drive and deliver an important re-evaluation and update of IOP People policies.

Context of the job

The People and Policy Partner works with the People Operations Manager to provide a dynamic and responsive People service to managers and employees across the Institute.

The People and Policy Partner is responsible for providing People management advice and guidance to managers, ensuring that People policies, procedures and standards are applied fairly, reasonably and consistently across the Institute.

The job holder will regularly work with or liaise with other staff members particularly line managers in other departments and also the IOP Publishing (IOPP) HR team and external contacts.

Key decision-making in the job

- To manage employee relations' activities, ensuring that outcomes are proportionate, reasonable, timely and in line with legislation and the Institute's policies
- To guide, advise and assist management and senior management through employee relations processes
- To provide people management advice, support and coaching to line managers, to enable them to fully undertake their people management role and ensure they are fully aware of the risks / implications associated with their decisions e.g. sickness absence management, recruitment, disciplinary issues, performance management, grievances, flexible working, etc.
- To assess and update IOP's People policies and procedures

Accountability of the job

- First point of contact and lead on IOP's ER issues and responses
- Authoring and project managing for IOP People policy updates

Organisational chart

The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.



Main responsibilities of the role

•	Provision of People advice and support to staff, line managers and senior management throughout all People issues including employee relations and People management
•	Show appropriate levels of confidentiality and excellent interpersonal skills which supports the development of trust and credibility as a People professional
•	Coach and develop managers around People policies, processes and ways of working. Respond to complex queries from line managers and employees on interventions of high sensitivity, complexity and / or expertise
•	Provide hands on support, challenge, guidance and coaching to staff and line managers to enable them to deliver the IOP Strategy and new policies
•	Analyse, review and update IOP's People policies ensuring legal compliance and best practice
•	Communicate policy changes effectively to all staff and hold training sessions to ensure that staff have a clear understanding of policies and their associated expectations
•	Manage all aspects of family leave – maternity, paternity and adoption processes and employees return to work
•	Demonstrate knowledge and understanding of the organisation using People systems

•	Contribute to the standardisation and continuous improvement of People operational services to increase effectiveness and enhance the customer experience
•	Promote equality, diversity and inclusion, ensuring that this commitment is reflected in all of our practice and a working atmosphere where everyone is treated with dignity and respect
•	Routinely answer People queries from the People inbox and support the People Team with any necessary administrative tasks
•	Support and cover transactional work from the other members of the People Team (including the People Operations Manager) in their absence
•	Run a regular drop-in service to take queries and questions from all levels of the organisation around People matters.
•	Provide support and training to managers on People procedures and processes
•	Act as a deputy Designated Safeguarding Lead when the Designated Safeguarding Lead is unavailable
•	Undertake any other duties which may be required and within the general scope of this post

Person Specification

We are looking for someone who...	
•	Has a drive for results , who can be counted on to meet or exceed goals successfully
•	Can manage and measure work effectively , taking responsibility for tasks and decisions
•	Is customer focussed and dedicated to meeting the expectations and requirements of internal and external customers / partners
•	Has great functional / technical knowledge and skills to do the job at a high level of accomplishment
•	Is committed to their personal learning , picking up on the need to change personal, interpersonal, and where applicable managerial behaviour quickly
Experience this person should have is...	
•	Proven generalist experience in a similar sized organisation
•	Up to date knowledge and understanding of key People legislative principles
•	Experience of working autonomously
•	Experience negotiating and influencing at all levels
•	Experience using People systems, ideally iTrent
•	Experience of writing, developing and implementing People policies and procedures
Skills this person requires are...	
•	A sound knowledge of employment legislation and its application
•	Ability to plan and prioritise own workload, including conflicting priorities
•	Maintains a confidential and professional approach
•	Flexible and adaptable
•	Proven interpersonal skills and the ability to establish good working relationships with both internal and external stakeholders
•	Ability to work co-operatively with others to achieve common goals
•	An understanding of, and commitment to equal opportunities and diversity
•	Strong focus on customer service with a proactive and professional approach
•	Actively supports IOP's vision of promoting a positive approach to diversity and equality of opportunity by encouraging good relations and practices towards different minority groups and preventing discrimination

- Strong interpersonal skills with ability to listen, discuss, negotiate and provide advice on difficult, complex or sensitive issues
- Strong sense of professional boundaries and the importance of confidentiality
- Professional and diplomatic approach with People at all levels

Other requirements

- Eligibility to work in the UK
- The ability to work outside of normal hours as required
- The ability to undertake occasional travel on behalf of the IOP, which may include overnight stays
- Act as an ambassador for the organisation when representing it externally
- The duties and responsibilities outlined in this job description are indicative of the role, however, they are not exhaustive and may be subject to change

Required qualifications

- Level 5 CIPD Qualification (desirable)