

People Operations Advisor

LOCATION

Nottingham | Office / hybrid, min. 3 days per week in the office

SALARY

£35,000 per annum.

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About arum

Technology is the investment. We're the return.

Banks, governments and the world's largest brands in collections and recoveries are spending more on technology than ever. Yet too many programmes stall, underperform or fail to deliver the outcomes they promised. arum exists to close that gap.

For 28 years, we have delivered 500+ engagements in 23 countries, helping 140+ clients and partners turn technology investment into measurable results. We are independent, with no software to sell and no vendor agenda, so we start with the client's requirement, not a product. Strategy and delivery sit in the same team across five stages: Advise, Procure, Implement, Rescue and Optimise.

Headquartered in the UK, with teams and clients internationally, arum is deliberately specialist and relatively flat. Our people are trusted with real responsibility and good ideas travel quickly, so in this role your contribution will be visible and you can make a real difference to how we work.

Purpose of role

The People Operations Advisor is responsible for the effective day-to-day delivery of core People processes across the employee lifecycle, with particular focus on recruitment, onboarding and offboarding, People administration and employee engagement.

Working closely with the CFO, managers across the business and our external HR provider, you will provide a responsive and high-quality People service, ensuring processes are well organised, consistently delivered and supported by accurate records and documentation.

This is a broad, hands-on role in a relatively small and fast-moving business. You'll have the opportunity to take real ownership, build experience across a wide range of People activities and contribute ideas that improve both our processes and the employee experience.

Key responsibilities

Recruitment & Onboarding

- Coordinate recruitment activity for agreed vacancies, including job advertising, candidate management, interview scheduling and communication, working with hiring managers to deliver an organised, consistent and positive candidate experience.
- Prepare offers, contracts and new starter documentation and coordinate the end-to-end onboarding process, including pre-employment checks, administration and induction arrangements.
- Maintain accurate recruitment and onboarding records and provide regular updates on recruitment activity.

People Operations & Employee Lifecycle

- Coordinate day-to-day People processes across the employee lifecycle, including probation, absence, family leave, flexible working and offboarding, ensuring activity is completed accurately and on time.
- Maintain accurate employee records and People systems and prepare associated correspondence and documentation, including contractual changes and employee lifecycle letters.
- Act as a first point of contact for routine People queries, providing guidance on established policies and processes and escalating more complex matters appropriately.
- Support the administration of employee benefits and other People programmes, alongside general administrative and coordination support across the wider business where required.

Performance, Development & People Compliance

- Coordinate performance review, learning and development and other agreed People processes, including mandatory training, ensuring key dates, actions and records are effectively managed.
- Maintain People policies, procedures, templates and supporting documentation, ensuring these remain accurate, organised and accessible.
- Own the day-to-day relationship with our external HR provider, coordinating advice and support on employee relations and other complex People matters and ensuring agreed actions are progressed.
- Support the CFO with People data, reporting and other People matters as required, escalating complex or sensitive matters appropriately.

Employee Engagement & Events

- Coordinate employee engagement activity, communications, surveys and feedback initiatives, supporting a positive employee experience and progressing agreed actions.
- Organise company events including All Hands, company days and training events, coordinating venues, suppliers, logistics and associated administration within agreed budgets.
- Identify and contribute ideas to improve People processes, ways of working and the employee experience, supporting the implementation of agreed improvements.

Key skills & experience

- Previous experience in a People, HR or People Operations role, with practical experience supporting a range of employee lifecycle processes.
- Experience supporting recruitment and onboarding activity.
- Good understanding of core HR processes and an interest in developing broader People knowledge and experience.
- Strong organisational and administrative skills, with the ability to manage multiple priorities and deadlines.
- High level of accuracy and attention to detail when maintaining employee records and preparing documentation.
- Effective written and verbal communication skills, with the confidence to deal professionally with employees, managers, candidates and external providers.
- Confident using Microsoft 365 and HR or other business systems.
- CIPD qualification or study would be advantageous; alternatively, a willingness to work towards a relevant CIPD qualification with Company support.
- Experience coordinating employee engagement activities or events would be advantageous.

Personal attributes

- Curious and keen to learn, with an interest in building a broad career in People.
- Highly organised, proactive and comfortable taking ownership and managing competing priorities.
- Approachable and collaborative, with the ability to build positive working relationships across the business.
- Practical and solutions-focused, willing to get involved and see activity through to completion.
- Discreet and professional when handling confidential and sensitive information.
- Comfortable working independently, using judgement and recognising when matters need to be escalated.
- Positive about change and prepared to contribute ideas that improve how arum works.

Rewards

- Competitive salary
- Discretionary bonus
- Pension
- Professional development support, including funded CIPD study where appropriate.

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