



AMERICAS ASIA PACIFIC EMEA



**UCC**

**Coláiste na hOllscoile Corcaigh**  
University College Cork, Ireland



Appointment of

# Deputy Chief People & Culture Officer – Operations

March 2026



# Deputy Chief People & Culture Officer – Operations

## Role Overview

This leadership role will drive People and Culture service modernisation, ensuring alignment with UCC's Strategic Plan and supporting UCC People and Culture Plan.

We are seeking a visionary person to lead the transformation of our people services, shaping the future of our organisation through inclusive leadership, data-driven decision-making, and a deep commitment to process improvement and service user experience.

This is a unique role in that the post holder will not only be a member of the People and Culture Leadership team but also a member of a wider UCC Business Transformation team that is currently being established to provide an enterprise-wide approach to the enabling services at UCC.

As a key leadership role, you will be responsible for leading teams focused on talent acquisition, employee life cycle services, specialist life cycle services, People & Culture systems, and technology in support of delivering an exceptional service user experience.

The role will have a dual aspect of ensuring that day to day activities and services are delivered, whilst at the same time also focusing on transformation delivery. You will be instrumental in informing and driving operational service excellence in a flexible and responsive manner in line with changing structures, reporting lines and ways of working.

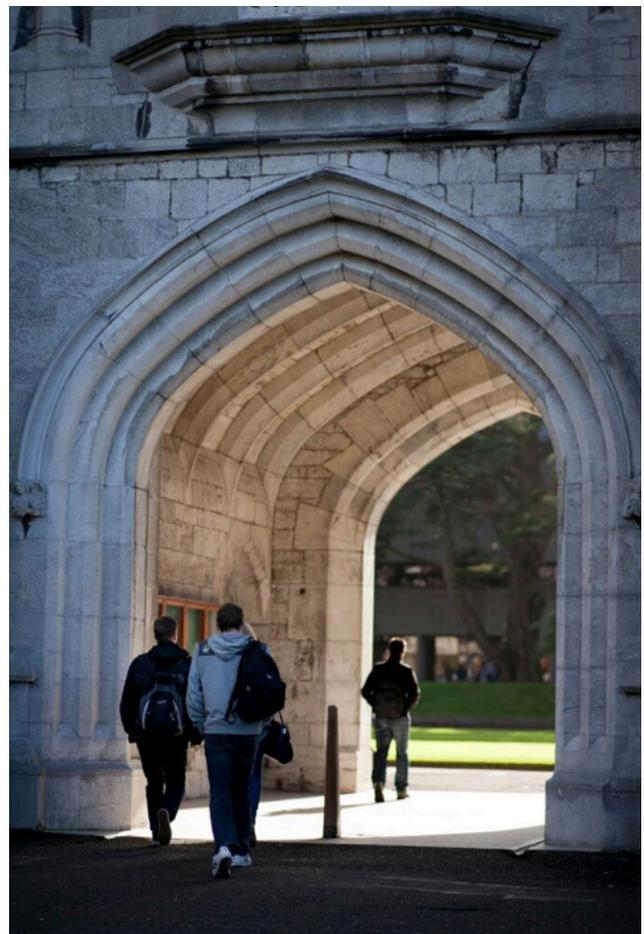
You will be responsible for setting the People and Culture Operations direction to support the university to deliver its People and Culture Plan. This is a role for someone who thinks and acts strategically and tactically embraces change and challenge, works collaboratively and openly with others, and is confident engaging with and influencing a range of senior stakeholders.





# Key Responsibilities

- Support the Chief People and Culture Officer and UCC's senior leadership teams, coordinating the collaborative working throughout the Department and beyond to anticipate and address the service needs of our people and achieve the UCC's Strategic Plan outcomes.
- Develop and lead the People and Culture Operations transformation roadmap, focusing on simplification, automation, and employee experience.
- Manage the Functional Leads across People & Culture including talent acquisition, lifecycle services, operations specialist services, onboarding, employee value proposition, contracts, HRIS, offboarding, pensions, research, etc and build capability in P&C Operations to shape user centric policies, deliver exceptional (digital by default) services and operational excellence across the employee lifecycle.
- Work with colleagues on P&C projects and initiatives across the university on informing and implementing UCC's People & Culture Plan aligned to the University's Strategic Plan.
- Lead and execute organisational culture transformation initiatives through people operations, fostering a high-performing and engaging workplace.
- Lead the modernisation of P&C services, including digital transformation of core systems (e.g., recruitment, personnel, leave management and auxiliary services) and integrated workflows.
- Drive HRIS analytics to support institutional decision making and long-term sustainability and champion a business-engaged, data-informed People Partnering model.
- Provide expert leadership in case management where required.
- Embed a coaching culture, deliver impactful leadership development, and change programmes within P&C Services.
- Chair and contribute to key governance committees at a university and unit level
- Act as a trusted advisor and coach to supporting career transitions, service strategy development, and team cohesion.
- Represent the organisation at senior leadership level when required and in external networks, contributing to sector-wide initiatives.





## Key Skills & Competencies

- **Independent Drive:** An ability to work independently in a self-directed manner demonstrating a passion for collaborative people operations, change and transformation.
- **Customer Service Orientation:** Commitment to delivering a high standard of service and responding to the needs of colleagues and service users in a timely, thoughtful manner.
- **Digital Competence:** Strong level of engagement with latest technologies and advances to the benefit of work approach and delivery.
- **Growth Mindset:** Engagement with a continuous cycle of professional learning and developmental challenge.
- **Strong Communication:** Excellent written and verbal communication skills, with the ability to engage effectively with a diverse range of stakeholders.
- **Project Management:** Ability to manage multiple projects simultaneously, ensuring timely and efficient delivery.
- **Analytical Thinking:** Strong ability to analyse data, identify trends, and provide actionable insights for organisational improvements.
- **Collaboration:** Experience working in cross-functional teams and fostering collaborative relationships.
- **Adaptability:** Ability to support the implementation of organisational changes and navigate complex, dynamic environments. Ability to move with agility in changing working contexts including reporting lines as P&C Operating model transforms and matures.

## Essential Experience & Skills

**Education:** Master's degree in Human Resources, or a related discipline.

### Experience:

- Demonstrable leadership in People and Culture Operations, or a related role; providing high-quality customer service and strategic direction in a complex setting.
- Extensive experience in HR operational services, change management, and strategic workforce planning improving service delivery, compliance, and user experience.
- Proficiency in interpreting and communicating people analytics, with the ability to translate data insights into evidence-based practices that support strategic decision-making across people services and academic/business units.
- In-depth understanding of organisational culture and change management, with a record of initiating innovative practices and delivering well-resourced, pragmatic plans that drive meaningful institutional improvement.
- Demonstrated success in implementing digital HR systems and process improvements.
- Understanding of financial and budgetary management as it relates to workforce resourcing and service initiatives.
- Strong governance experience, including Board-level engagement and committee leadership.
- Demonstrated ability to build and maintain effective, collaborative relationships with a diverse range of stakeholders across and beyond the University.



## Essential Experience & Skills

- Deep commitment to diversity, wellbeing, and inclusive leadership.
- Exceptional interpersonal, influencing, reporting (including metrics) and stakeholder engagement skills.
- **Technical Skills:** Proficiency in MS Office and experience with HR systems, data analysis tools, service supporting platforms and project management software.

## Desirable

- Experience in institutional transformation.
- Fellowship of CIPD and/or other relevant professional bodies.
- Knowledge of the Higher Education or Public Sector, including relevant HR/ People & Culture practices.
- Understanding of Irish employment legislation and public service agreements as part of the broader public sector context.
- Experience implementing continuous improvement methodologies (e.g., Lean, Six Sigma) in HR/ People & Culture processes.

## Terms

**Location:** University College Cork

**Reports to:** Chief People & Culture Officer

**Salary:** Senior Admin IIA

- Salary Scale B €129,651 - €152,267
- Salary Scale A €123,171 - €144,657

**Contract Type:** Full-time, Permanent



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