



People & Culture Operations Lead

Job Description

Reports to: Head of People & Culture

Location: Leamington / Hybrid

Employment Type: Full-time

Company Core Values

At Widgit, we're proud to be a purpose-driven software company. Putting people before profit, we're committed to making a positive difference to the communities we serve and the planet.

Our core values of integrity, kindness, and quality shape everything we do. Whether we're designing symbol-supported resources, supporting schools, or working together as a team, we expect everyone to reflect these values in their day-to-day work.

Being a Certified B Corp means we believe business should be a force for good. We want our work to have a lasting, positive impact, not just for those we work with now, but for future generations too. That's why we aim to operate with care, respect, and consideration for others, in everything we do.

We ask all team members to bring a positive, thoughtful attitude to their work, both inside and outside the office, so we may continue to grow a culture we're proud of and make a real difference through our products and practices.

About the Role

We're looking for a highly organised, detail-oriented, and people-first **People & Culture Operations Lead** to evolve the operational backbone of our People function. This role ensures smooth staff lifecycle processes, compliance, data integrity, and scalable systems that champion an exceptional employee experience.

Sitting across all People operations at Widgit, the role will support the translation of the People strategy into operational everyday excellence, in the friendly 'Widgity' language everyone understands.

Key Responsibilities

People Operations & Employee Lifecycle

- Support end-to-end employee lifecycle processes (recruitment, onboarding, offboarding, promotions, documentation).
- Maintain accurate staff records and HRIS data integrity.
- Develop and document SOPs for People & Culture processes.
- Continuously improve workflows to increase efficiency and staff satisfaction.

HR Systems & Data Management

- Administer and optimise Breathe HR and related systems.
- Partner with Head of People & Culture & Head of Finance on payroll inputs and benefits administration.
- Generate reports and data for dashboards to inform leadership decision-making.
- Ensure secure and compliant handling of staff data.
- Maintain necessary tracking of B Corp Staff data.

Compliance & Governance

- Ensure compliance with employment laws and internal policies.
- Manage contracts, policy updates, and documentation.
- Support audits and regulatory reporting.
- Maintain up-to-date staff handbooks and internal guidelines.

Staff Experience & Support

- Serve as the first point of contact for staff queries on policies, benefits, and processes, escalating where necessary to the Head of People & Culture.
- Support engagement initiatives and company-wide programs.
- Coordinate onboarding experiences that reflect company culture and values.
- Collaborate with the Head of People & Culture for the Culture Club strategy.
- Chair Widgit Culture Club meeting.
- Maintain the calendar of Culture Club events.
- Sit as part of the Widgit Charity Committee, driving engagement from the staff to Widgit Charity events.

Process Improvement & Projects

- Support People-related projects (system implementations, policy rollouts, projects).
- Identify automation opportunities to streamline operations.
- Drive continuous improvement through feedback and data insights.

Skills & Experience

Desired:

- Solid grounding in HR / People Operations or similar role.
- Current, relevant knowledge of HR processes and employment legislation.
- Experience administering HRIS systems.
- High attention to detail and process orientation.
- Strong analytical and reporting skills.
- Ability to handle confidential information with discretion.
- Excellent organisational and communication skills.

Preferred:

- Experience in a scaling, growing SME.
- Exposure to payroll and benefits administration.
- Project management experience.
- CIPD certification (or equivalent) is a plus, but not necessary.

Competencies

- Operational excellence mindset.
- Systems thinker.
- Process-driven but people-focused.
- High integrity and confidentiality.
- Strong stakeholder management.
- Continuous improvement mentality.

Key Performance Indicators (KPIs)

- 100% accurate staff data records.
- Onboarding satisfaction scores.
- Compliance adherence metrics.
- Process turnaround times.

What Success Looks Like

Within 6–12 months, you will have:

- Streamlined core People processes with documented SOPs.



- Improved onboarding and offboarding experiences as the employee lifecycle guardian.
- Worked with the Head of People & Culture to establish and maintain reliable People data reporting for leadership team.
- Reduced manual processes through automation or system optimisation, wherever possible.
- Strengthened compliance and documentation standards.