

# Head of People Operations

## Company X

San Francisco, CA, US

### Company Background

[Company] is a provider of operations management software. Founded in 2015, our mission is to simplify how healthcare operates so that hospitals and caregivers can focus on delivering the best possible care to patients. The company believes that new technology has the power to transform how patient care is delivered and managed. The company uses artificial intelligence and machine learning to create products that help healthcare organizations and their people adapt in the moment and make the right decisions from the most complex data. Investors include GGV Capital, [other investors as necessary].

[Company] is headquartered in San Francisco, California, with a satellite office in Palo Alto, California.

### Key Responsibilities:

Reporting to the CEO, the Head of People Operations will be a critical partner and coach to executive leaders and function as the primary change agent for the organization. They will be a trusted advisor and business partner to the company's senior leaders, functioning as the expert on people and organizational issues, but also advising as an equal partner on strategic direction, prioritization, and vision. Key strategic initiatives include building the overall people strategy, and developing and implementing cultural initiatives that align and amplify company values. They will oversee performance programs, spearhead engagement and retention initiatives, and oversee total rewards strategies. The successful candidate must have a working knowledge of talent acquisition in a fast-paced startup environment, and be able to lead talent development, inclusive of building leadership behaviors and talent/leadership development programs. Proficiency in systems management and analytics, diversity and inclusion, and managing workplace/facilities programs also key

A successful candidate in this role is motivated by our mission to simplify healthcare. We want an inspiring leader and mentor, who can offer a long-range vision for scaling the organization and incorporating the company's values. She/he will have a strategic focus coupled with a day-to-day operational mindset, guiding the company through the complex issues of a fast-growing company while helping stick with our values. If the candidate is a passionate individual looking to innovate, to execute, to enhance a values-driven, founder led organization and she/he is ready to enhance people support for the future, then this is the place for him/her to thrive!

## Additional Responsibilities Include:

Build and execute people initiatives that support and promote our values and goals, including:

- **New Hire Integration:** Partner with Recruiting to hire top talent and iterate the on boarding process to improve new hires' experience by providing the knowledge, tools, and skills they will need to be successful.
- **Learning & Development:** Develop learning processes to enhance employees' knowledge and skills. Drive scalable solutions around making company leaders better managers; provide coaching and feedback to existing leadership team. Encourage programs that prepare high potential employees for management roles.
- **Vision and Strategy:** Work with senior leadership to set and execute on the long-term vision for key people operations initiatives, consistently improving effectiveness and helping us achieve our overall business goals, drive future organizational design, and change management initiatives to help maintain a high performing, motivated, and impactful team.
- **Values and Culture:** Lead the change on maintaining and enhancing company culture in line with company values. Help create a flourishing and diverse community.
- **Total Rewards:** Understand workforce needs as the company scales managing costs while staying competitive with salary, benefits, perks, leave, etc. Work with the executive to come with a compensation strategy and oversee yearly compensation review. Monitor and apply market data, ensuring alignment with the company's total compensation philosophy. Oversee performance, development, and the compensation review process.
- **Systems and Compliance:** Manage and enhance systems that manage people-related data to aid in better decision making and compliance. Responsible for organizational compliance with federal and state laws pertaining to all human resource matters. Serve as EEO and immigration specialist.

## Professional Experience/Qualifications:

- Significant people operations or HR leadership experience, especially in a start-up environment
- A flexible leadership style with the ability to operate at a highly strategic level, combined with a roll-up your sleeves attitude. Hands-on attitude and ability to work in a smaller company without a deep bench of supporting services and departments. Able to find creative ways to use resources.
- Have owned workforce compensation planning from start to finish. Recruiting background is a plus with experience building out a strong employment brand. Have developed and delivered high-impact People Ops programs around Learning &

Development, performance management, employee engagement, and employee retention.

- Excellent communicator across the board with the ability to lead the operationalization of our core values, including total honesty, accountability & ownership, and improve among others.
- Strong business insight and analytical skills, highly skilled using metrics to inform and influence decisions.
- Expertise in coaching across the full spectrum of seniority and managing/mentoring a team.
- Previous consulting experience is a plus.

## **Education**

Bachelor's degree or equivalent professional experience; master's degree is a plus.

## **Compensation**

A competitive compensation package will be offered to the successful candidate.