Global Reward Manager

Job grade	**Level 5**	**Reports to**	**Head of People**
Directorate	**People**	**Function**	**Reward**
Contract	**Permanent**	**Location**	**Hybrid, with 2 days onsite at Regent's Park or Whipsnade Zoo**

Responsibility for resources

Direct line reports	**0**	**Responsibility for other resources**	**Access to high levels of personal data**
Financial resources	**0**		

Our vision and mission

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

Purpose of the role

The Reward Manager is the organisation's lead specialist for reward, including pay, benefits and job architecture. As a standalone role reporting directly to the Head of People, the postholder will develop and implement global reward strategies, pay frameworks and job structures that support organisational objectives, enable fair and equitable pay practices, and enhance employee experience.

The role will provide expert advice on pay and reward matters across our global organisation, lead annual pay modelling, maintain effective relationships with recognised Trade Unions, and ensure reward practices remain competitive, sustainable and equitable.

Key responsibilities

Reward strategy and frameworks

- Evolve and implement the organisation's reward strategy, ensuring alignment with organisational priorities, workforce needs and financial sustainability.
- Lead the ongoing development of pay structures, grading frameworks and job architecture to ensure fairness, consistency and transparency.
- Regularly review and as appropriate enhance our benefits portfolio for all our people.
- Undertake market benchmarking and reward analysis to inform pay decisions, attraction and retention strategies, and organisational competitiveness.
- Ensure reward policies, processes and practices comply with employment legislation, equal pay principles and organisational governance requirements.

Reward analysis & advisory

- Lead annual pay review activity, including pay modelling, financial analysis and development of recommendations for senior leaders to support annual pay negotiations with Trade Unions.
- Lead enhanced pay gap reporting and analysis beyond statutory requirements, partnering with People Leads and Business Partners to develop and deliver targeted action plans that remove barriers and improve inclusion outcomes for staff globally.
- Act as the organisation's subject matter expert on reward, pay and grading, providing advice on complex individual and organisational pay matters.
- Manage job grading and pay review processes, ensuring robust and consistent decision-making.
- Produce high-quality data analysis, reports and insights to support workforce planning, organisational design and reward decision-making.

Stakeholder Engagement & Sector Expertise

- Build effective relationships with Trade Unions, leading consultation and engagement on pay, reward and grading-related matters.
- Work closely with Finance, HR Business Partners and senior leaders to develop sustainable reward solutions and support organisational change.
- Lead implementation of relevant sector pay arrangements, including UCEA pay awards and associated processes for academic staff.
- Maintain awareness of developments in the higher education, charity, INGO and wider reward landscape, providing expert insight and recommendations to the organisation.

Experience	
Essential	• Significant experience in a dedicated Reward, Compensation, Pay, Job Evaluation or Organisational Design role. • Proven experience designing, reviewing and implementing pay and grading frameworks within a complex organisation. • Experience leading annual pay review processes, including pay modelling, cost analysis and development of recommendations for senior stakeholders. • Experience providing expert advice on complex pay, grading, reward and job evaluation matters. • Experience influencing senior leaders and building credibility across a broad range of stakeholders. • Experience working constructively with Trade Unions, employee representatives or within a unionised environment.
Desirable	• Experience within Higher Education, research, charity, public sector or international NGO environments. • Experience developing job family frameworks, career pathways or organisation-wide job architecture.
Knowledge and skills	
Essential	• Strong understanding of reward strategy, pay governance, job architecture and equal pay principles. • Strong analytical and numerical skills, with the ability to interpret workforce and reward data and translate insights into practical recommendations. • Excellent written and verbal communication skills, with the ability to prepare reports, presentations and business cases for senior audiences.

	• Ability to operate independently and proactively, balancing strategic development with hands-on delivery in a standalone specialist role.
Desirable	• Knowledge of iTrent and People First
Additional requirements	
Essential	• This post is a blended role for office and home working; expectation to spend 2 days on Zoo sites – and more time on site at key moments in the annual reward cycle. • Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical)