

SmartSuite

Business Operations › Higher Education Operations › Datasheet

People Operations Hub

Manage people, roles, and relationships with a centralized system of record for higher education institutions.

SKU	BUS-HED-POH
Solution area	Business Operations
Works with	Academic Curriculum & Scheduling Hub, Assessments & Accreditation, Research & Grants Management, Finance & Administration, Student Services & Case Management
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Datasheet	v1.0

What it is

A People Operations Hub is a centralized system that manages individuals, their roles, and their relationships across an organization. In higher education, it connects students, faculty, staff, and teams to programs, departments, and workflows, ensuring accurate and consistent data across all operations.

SmartSuite's People Operations Hub serves as the institutional directory and relationship engine for higher education. It provides a master record for every individual the institution interacts with — including students, faculty, staff, researchers, and affiliates — and connects them to departments, programs, courses, teams, and lifecycle workflows.

By combining People, Departments, Roles & Affiliations, and Teams into a unified relational model, SmartSuite replaces fragmented spreadsheets, HR exports, and disconnected rosters with a single source of truth.

Core capabilities

Master Person Record (Single Source of Truth)

Maintain one canonical record for every individual.

Roles & Affiliations (Time-Bound Relationships)

Track who holds what role, where, and for how long.

Department & Organizational Structure Management

Define academic and administrative hierarchies.

Team & Group Management

Organize committees, advising teams, and research groups.

Lifecycle Management (Onboarding → Active → Offboarding)

Manage hiring, transitions, and exits.

Cross-System Relationship Mapping

Connect people to courses, programs, projects, and workflows.

Workload & Role Visibility

Understand coverage, assignments, and responsibilities.

Dashboards for Stakeholders

Provide visibility into staffing, roles, and lifecycle status.

Role-Based Access Control & Governance

Ensure secure and appropriate access to data.

The People Operations Lifecycle

Step 1 Create Person Record Capture identity and role type (student, faculty, staff, etc.).	Step 2 Assign Roles & Affiliations Define responsibilities across departments, programs, and teams.	Step 3 Manage Active Lifecycle Track assignments, workload, and engagement.	Step 4 Monitor Changes & Transitions Update roles, affiliations, and responsibilities over time.	Step 5 Offboard and Archive Manage exit processes and maintain historical records.
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Who it is for

HR & Student Hiring Coordinators Manage onboarding, hiring, and lifecycle processes.	Department Directors & Chairs Monitor staffing, roles, and coverage.	Department Administrators & Coordinators Maintain records and manage affiliations.
Academic Affairs & Deans Track cross-appointments and engagement.	Team Leads & Research PIs Manage teams, groups, and responsibilities.	Institutional Effectiveness & Accreditation Teams Track roles for reporting and compliance.

Works with

Academic Curriculum & Scheduling Hub Assign instructors, TAs, and program coordinators.	Assessments & Accreditation Track outcome owners, reviewers, and contributors.
Research & Grants Management Manage PIs, research teams, and collaborators.	Finance & Administration Assign approvers, budget owners, and workflow participants.
Student Services & Case Management Connect advisors, support staff, and student relationships.	

Built differently. People Operations Hub runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of People Operations Hub configured for your organization, or read the full product entry at smartsuite.com/products/people-operations-hub.

Schedule a demo