

SENIOR HR BUSINESS PARTNER – SOFT SERVICES

Job Title:	Senior HR Business Partner – Soft Services
Department:	Human Resources
Reporting to:	HR Operations Director
Responsible for (staff):	HR Advisers
Location:	Glasgow OR Welwyn Garden City with a UK remit
General Purpose of Role:	<p>The Senior HR Business partner will provide support to the HR Operations Director with the development and implementation of the operational HR strategy. They will play a major role in making the HR strategy a reality and making all colleagues feel valued.</p> <p>Partner with the Soft Services senior leadership team to challenge and influence people decisions and translate business challenges and objectives into effective people solutions.</p>

ACCOUNTABILITIES

- Build and maintain effective relationships with the senior leadership team, attend regular periodic meetings and team meetings as required to maintain an understanding of the requirements of key stakeholders, their challenges and business objectives and provide the people expertise required for them to deliver their objectives.
- Support the business area with identifying changes required and provide support to plan, manage and implement that change.
- Be the ambassador for the “Value Me” engagement programme and any change management activities.
- Responsible for leading on complex HR matters including absence management, disciplinary, grievance, performance management, employment tribunal claims, TUPE, redundancy, contract harmonisation, restructuring.
- Bring current HR thinking into the organisation, looking for opportunities to improve our people solutions.
- Ensure HR delivers an appropriate contribution and impact to the business, collaborating with the wider HR team ensuring that the HR service is continually meeting business need.
- Act as advocate for the wider HR team, championing the work of the team, organisation-wide people initiatives and good people management.

- Provide employment law expertise to the business and work collaboratively with the HR team to ensure policies, procedures and practices are legally compliant and supportive of the organisation's culture and business area needs. Keep up to date with current case law, ensuring our policies, procedures and practices are reviewed and changed as appropriate.
- Coach managers in people management skills.
- Identify the resourcing needs for the business area, working closely with the senior leadership team and the contract support team to ensure that strategies are in place to deliver the resources required at the right time.
- Work collaboratively with the business area, HR Operations Director and the HR team to ensure delivery of key activities in the annual HR cycle.
- Contribute to policy review and revision, supporting roll-out within the business area.
- Ensure appropriate management information/data is available and utilised appropriately to drive improvement and informed decision making.
- Provide regular HR updates and contributions to the Board Report.
- Work alongside the wider HR team to ensure that all HR processes are ISO 9001 compliant and internal and external audits are satisfactory.
- Provide support to the business area with talent management and succession planning processes.
- Contribute to the development and review of the HR Operations strategy.

KNOWLEDGE AND SKILLS

QUALIFICATIONS

- Graduate or Graduate calibre
- Chartered Member of Chartered Institute of Personnel & Development

KNOWLEDGE, SKILLS & EXPERIENCE

- Proven background in influencing stakeholders within a fast-paced, consumer orientated organisation
- Demonstrate an understanding of business objectives and the people implications
- Well-developed change management skills
- Sound knowledge of TUPE, redundancy, restructuring and change management processes and legal obligations
- Ability to apply professional knowledge using a pragmatic and common sense approach

- Can quickly establish credibility and respect and build strong working relationships with key stakeholders
- Current and well developed knowledge of employment law and the ability to apply these to a variety of situations using a pragmatic and common sense approach demonstrating the ability to assess risk and appropriate mitigation
- Able to problem solve both operational and strategic issues
- Displays integrity - is sincere in own behaviour and in dealings with others
- Must be resilient and have the ability to push back and challenge the status quo when needed
- Self-motivated and can drive forward the HR agenda for the business area.

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others