



ROLE PROFILE

Role Profile			
Job Title	Head of HR Services		
Department	Workforce and Brand		
Reports to (Job Title)	Chief People & Culture Officer		
Suitable for Job Share (Y/N)	N	If no, state reason	Critical Role
Location	Remote working with requirement to visit customer sites throughout Devon and Cornwall		

Job Purpose	<p>The Head of HR Services will lead and support the HR services functions to deliver best practices in people strategy for both Delt and our customers. Proactively partners and collaborates with Management teams to provide commercially focused solutions; ensuring a high-quality first-line HR query and request resolution, in a customer focused and professional way.</p>
Key Competencies and Output	<p>Leads a diverse HR team to provide expert advice and support on all employment and workforce matters ensuring compliance on legislative and regulatory matters.</p> <p>Seeks opportunities for collaboration between management, unions and other staff representative groups with the end goal of a productive and engaged workforce.</p> <p>Acts as an HR partner with senior managers on all staff matters including probations and performance review meetings; supporting and coaching on how to address gaps in performance and expectations.</p> <p>Assists managers and employees in understanding and applying HR tools, policies and procedures in order to maximise employee performance, achieve organisational effectiveness, improve employee engagement and ensure legal compliance.</p> <p>Measures employee productivity, engagement and morale and develops potential strategies to enhance employee engagement.</p> <p>Oversees the organisation's performance management framework and diagnoses when performance issues are due to organisational design problems.</p> <p>Engages in strategic workforce planning, maintaining an awareness of workforce demographics, bench strength and operational requirements. Develops strategies to address workforce gaps and proactively work to optimise talent.</p>

	<p>Supports line managers in absence management and educates employees and leaders on the importance of mental health and psychological well-being and their impact on organisational performance.</p> <p>Identifies skill shortages at a functional level and works in collaboration with the Learning and OD Specialist to recommend, develop and deliver training and development.</p> <p>Manages all HR documentation including employee handbook, policies and procedures; updates and reviews them regularly to meet the needs of the Company and to ensure compliance with legislation.</p> <p>Oversees the integration of all HR systems to optimise HR workflows and ensure inputs and outputs are managed, analysed and are supportive of workforce plans.</p> <p>Uses internal and external partnerships to identify business development opportunities to offer HR Services to our current and future customers.</p> <p>Completes ad-hoc projects, reporting tasks as required with cross-functional teams, working on or leading projects/programmes.</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Experience of progressive leadership in HR required, with experience leading HR operational teams in fast-paced commercial environment essential.</p> <p>Minimum of a CIPD Level 5 Qualification.</p> <p>Strong experience with Employee Relations ideally with skills in driving a partnership approach with Trade Unions and Staff Representatives; experience with TUPE Transfers.</p> <p>Demonstrates ability to develop strong and trusted relationships with key stakeholders in order to support and enable strategic business goals.</p> <p>Demonstrates confidence in handling ambiguity and fluid situations while applying common sense and pragmatism.</p> <p>Detail- and goal-oriented, with the flexibility to deal with multiple and changing priorities while focused on customer service and quality.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>