

**Role profile for a: HR MANAGER**

**Salary: £40,175 - £50,677 DOE**

**Reports to: PEOPLE BUSINESS PARTNER**

**Band: E**

**Business Group**

**CORPORATE SERVICES**

**Base location: SWINDON**

### What it's like to work in the People Team

We are a small and busy team who are growing to meet the needs of our business. While many of UKSBS' employees focus on serving our clients and partners, we provide expert HR support and advice internally to our people.

We are friendly, engaging and hard-working – we're motivated to do a good job, and we want to learn and have fun along the way. We embrace flexible working and value diversity of thought. We do need to develop and improve our service and our HR Team Lead will be instrumental in helping us build a best in class service.

[For more information on our company benefits, please visit our website.](#)

### Key Responsibilities

Your primary focus will be to manage and develop a small team, and review our existing service provision, recommending and implementing new ways of working to support a more effective and efficient HR offering to the business. Your secondary focus will be as an escalation point for casework, a key contact for our managers and team leaders, and to establish strong working relationships with our trade unions.

### What you will do:

- Responsible for leading the team to deliver an effective HR offering to the organisation through transactional and advisory support activities.
- Putting people at the heart of everything you do, you will advise, coach, up-skill and lead the team, resulting in the delivery of a knowledgeable and motivated team, and delivery of an exceptional service.
- Escalation point for complex casework, ensuring compliance with policy, employment law and best practice.
- Develop and empower the team to give them autonomy to take ownership of customers and objectives, embedding a concept of "one team."
- Define key performance indicators – develop metrics and service level agreements for core work and transactions, ensuring the right measures are in place to track and trend individual performance and team delivery against objectives.
- Work collaboratively and closely with the wider People Team Managers and People Partners to support on through varying initiatives that will improve our service and meet our strategic objectives.
- Analyse key HR reports on headcount, absence and turnover and other KPI's on a monthly basis and bring insight and recommendations to the people partners.

### About UKSBS and our team

**UKSBS is a public sector shared service centre providing high quality HR, Payroll, Finance, Procurement and IT services and expertise to our partners. We are proud of the part we play in enabling our partners to achieve the best outcomes for the British people and the UK economy.**

Working within the wider Corporate Services team, the People Team provides a discreet range of complex HR services working in close unison with our HR Service Delivery team, internal customers, and third parties. We engage with stakeholders at every level to ensure the service is delivered in accordance with UKSBS' policies and practice.

We are always looking for talented people who have the passion to do things better for our customers.

- Support with audits and quality reviews to ensure data accuracy at all times, creating a Right First Time culture and adherence to policy, procedures, SLA's and KPI's.
- Flexibility may be required to respond to the changing needs of the organisation and the service. You may also be asked to support with ad hoc projects and pieces of work relevant to your role in line with business requirements.

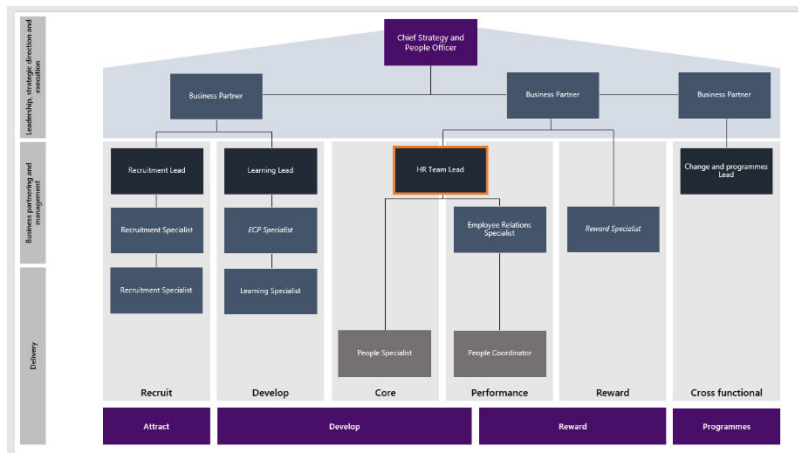
## Opportunities to learn and develop

We value our employees and recognise the importance of ongoing professional development in enabling you to fulfil your career ambitions, now and in the future.

Whether you are starting out in your career or looking to build on existing experience, we can provide you with on the job training, coaching, and professional qualifications to allow you to work towards your goals. If you're not CIPD accredited, we can support you attaining this.

Our in-house expertise is vast, whether you are interested in learning more about a particular type of software, you need to work on your presentation skills, or you want to develop your ability to influence and negotiate skills, we will support you.

## Team structure



## UKSBS Vision, Mission and Values

Our vision is to be the leading UK public sector business services provider, actively sought by public bodies by 2025.

We will achieve this vision by providing high quality and easy to use business services that add value to our partners, so they can focus on achieving the best outcomes for the British people and the UK economy.

### [Read more about our Vision, Mission, and Values](#)

## Our Behaviours

- **Be Curious:** Bringing curiosity and constructive challenge to what you do and how you do it:
- **Take Action:** Following curiosity through with actionable steps, thinking about how to do things differently
- **Add Value:** Thinking about the value, purpose, quality, and impact of what you do

## Knowledge, skills, and experience needed

### Essential

- Experience and demonstrated success in managing casework in an effective and efficient manner
- Experienced manager who is focussed on coaching and developing their team,
- Strong casework experience
- Excellent at taking a proactive approach and effectively managing conflicting priorities,
- A solid understanding of current UK employment law across the employee lifecycle to include immigration/right to work/visas
- strong communication and negotiating skills, comfortable challenging the status quo and influencing,

### Desirable

- CIPD L5 and, or CIPD accredited
- experience of operating in an environment where there is active trade union representation
- experience operating within the HR modules in Oracle Fusion
- experience of working within a Shared Services environment and/or the public sector

## What we expect from all our people

- **Ability to communicate** clearly and professionally at all levels (verbal and written formats) whilst showing respect for others
- General knowledge and **experience of business IT systems**, such as MS Office, and a willingness to develop your knowledge
- Ability to **organise and prioritise** your time and your own workload to achieve your goals and objectives within the expected timeframes
- Positively **work with your colleagues** to share knowledge and support each other to achieve common goals and service delivery
- Help to create a **respectful, inclusive workplace** which embraces and values diversity

**We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.**

**Equality of opportunity is central to our values and our success.**

Our vision is for equality, diversity, and inclusion (ED&I) to be firmly embedded in everything that we do. That means embracing diversity within our workforce and creating a supportive environment where everyone feels valued, able to be themselves, and excel.

We recognise that diversity and an inclusive culture bring the variety of skills, thinking, and experiences that enable our people to shape and realise the ideas that drive improvement across our services.

As a Disability Confident employer, we take positive action to enable and support talented individuals to demonstrate their skills and ability during the application process. We will happily make reasonable adjustments to enable you to demonstrate your talent, so if you need to do things differently, let us know.