Job Description



JOB TITLE: Senior HR Business Partner

GRADE: 2

REPORTING TO: HR Director

LOCATION: London

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

This role is responsible for delivering robust and innovative HR solutions that support the Company and people strategy. The role will also deal with complex and sensitive day to day people issues. The post holder acts as a single point of contact for all roles and functions in the London Office and for all people and organisation related issues. This position ensures that people and organisation issues are always high on the business agenda.

Operationally this role is accountable for running all aspects of the HR support function for London based employees. In addition this position is accountable for setting policy and ensuring consistency including sharing best practice across the HR Operational areas.

**KEY RESPONSIBILITIES:**

* Builds and sustains effective relationships with managers to influence the formulation of the business plan.
* To retain and contribute to the development of those employees who are committed to the effective functioning of the business, showing dedication to working to the required efficiencies of the business area.
* Works in partnership with the managers to enable delivery of the business plan.
* Drive the transformation programme and embed the recognised values.
* Supports and leads on business change management across the Company.
* Deliver and support the engagement agenda.
* Undertakes/participates in all levels of recruitment assignments across the Company.
* Working alongside the Learning & Development team work with areas of the business on building the L&D agenda; Succession Planning; Talent Management
* Support the HR Director in delivering Internal Communication activities.
* Champion the value of HR involvement in all areas of decision making throughout the Company.
* Helps gain the commitment of the employees through communication of the business unit plans and goals.
* Advises business managers on all people related matters including coaching and supporting fully on all ER related cases
* In addition to the above responsibilities, the jobholder is required to perform other reasonable duties as assigned by the supervisor/line manager from time to time.
* Provide constructive feedback into the business (manager and Exec level) on any people related matters to ensure continuous improvement and development across all levels.
* Deputize in the absence of, or on behalf of, the HR & Central Services Director on HR related matters
* Take a lead on designated HR projects and / or fully support on any other HR projects / initiatives across the business.

**HR**

* Maintain HR Policies & procedures and influence the formulation of Career Structures, Competency Frameworks, People Development and other people policies within the broader HR team
* Member of the BCP committee and act as HR lead on BCP matter
* Aim to continuously improve processes making efficiencies where possible and utilising the technology available
* Oversee and manage the alignment of Swansea and London HR operational services ensuring consistency and best practice at all stages of the employee lifecycle.
* Encourage and initiate cost savings in all areas of the function, where possible
* Provide expert advice and guidance to the other members of HR as appropriate
* Creation of Visual performance management for Payroll and the Hr support activities

**Line Manager**

* Provide effective individual line and team management ensuring regular performance reviews are undertaken, provide direction and ensure a cohesive approach to work tasks via effective communication and engagement
* Ensure the ongoing development of team members in terms of technical knowledge and experience to close the gaps within the function
* Lead the team in its day to day activities including allocation of work, service delivery and time lines achieved.

**Technical Knowledge**

* Works with operational management to agree the Organisational Design and manpower plan for the Business including implications of rightsizing initiatives.
* Support the business in the consistent use of attendance management, identifying areas of concern/issues within the operation utilising best practice approaches to resolve.
* Support the reduction of employee turnover in line with Company requirements.
* Analyses trends from Key Performance Indicator data and provides value adding solutions to operational problems, in order to deliver the people aspects of the business plan.
* Coaches and influences managers from a people perspective, developing their people management/leadership skills and constructively challenging inappropriate behaviours/actions.
* Drives consistent and high quality performance review processes to achieve improved levels of performance.
* Employment Law advice to Line Managers.
* HR Implications of M&A (TUPE, Due Diligence etc).
* Assessment of Individuals against the benchmarking data.

**KEY DESIRABLE ATTRIBUTES:**

* Desirable – to be educated to degree level
* CIPD qualified
* Experience in client facing HR
* In-depth current knowledge of employment legislation
* Sound experience of Employee Relations
* Experience of Resourcing at all levels
* Confident working closely with management and Executives
* Customer focused
* Has a flexible approach to work and is results orientated.
* Good understanding of the payroll operational process and requirements

**KEY PERSONAL DESIRABLES:**

* Effective Communication Skills
* Initiative & Change
* Driving & Delivering Results
* Planning & Organising
* Problem Solving
* Decision Making
* Teamwork
* Building Relationships
* Leadership

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………