

MY JOB: Deputy People Services Manager



JOB PURPOSE: To lead the day-to-day operations of the People Services team. Ensuring all team members are trained and providing an outstanding level of service.

WHAT I AM ACCOUNTABLE FOR:

- Provide day-to-day leadership, coaching and direction to People Services Assistants, conducting regular performance reviews, development conversations and structured one-to-one meetings to maximise individual and team capability.
- Act as deputy to the Payroll & People Services Manager, providing leadership and decision-making support in their absence and ensuring continuity of service delivery across all People Services operations.
- To own the case management system to ensure cases meet the agreed service level agreements, case records are kept up to date, responses are accurate & in line with company processes.
- To assist with the development and monitoring of audit and compliance reports to ensure all data in the system is accurate and that processes are being adhered to.
- Act as the escalation point for complex, sensitive or high-risk employee cases, providing expert guidance and coaching to team members and ensuring timely and appropriate resolution.
- To develop a culture which supports outstanding customer service, continuous improvement, quality, high employee engagement, high team performance and collaboration.
- Build strong and collaborative relationships with HR Advisors, HR Business Partners, Payroll and wider business stakeholders to ensure a seamless, customer-focused people service is delivered across the employee lifecycle.
- To lead by example and champion continuous improvement in processes and to ensure that the HR Knowledge Base is fully utilised
- To analyse and monitor the resource utilisation, volume metrics, day to day performance and customer perception of the operation through statistical management.
- To lead the adoption of change and to train out new processes as the maturity and service offering of People Services expands.

HOW I OPERATE:

- My team management is key to enabling the team's delivery of excellence in the service that we offer, enhancing the colleague experience and ensuring deadlines are met
- I create and enable a diverse and inclusive team where everyone can learn, grow, and make a difference, enabling and encouraging a culture of innovation, change and challenge.
- I am alert to risk within the organisation and take a collaborative leadership approach in putting in place solutions to resolve
- I take a strategic perspective to identify & understand the longer term whilst enabling emergent thinking and practice.
- I build strong trust-based relationships with both internal and external stakeholders working cohesively with the Leadership team to deliver our organisational goals
- I have the ability to offer consistent and accurate advice on a regular basis, supporting and coaching team members to problem solve whilst enhancing their capability

Values Led Leadership

WHAT I NEED:

- Experience in a team leadership role in a fast paced, organisation
- A good understanding of HR principles, policies, employment law and people compliance
- CIPD qualification of level 3 or working towards preferable.
- Ability to prioritise and manage a varied workload and meet targets and deadlines
- Excellent communication skills, both verbal and written.
- Ability to work collaboratively and apply feedback.
- Good problem-solving skills
- Attention to detail.
- Excellent IT skills, in particular Excel, Word, PowerPoint, SharePoint, HR Databases)

Skills & Knowledge