

MY JOB:

People Services Lead



JOB PURPOSE: Lead our People Services team in providing excellence in customer service, responding to the needs of our colleagues and candidates.

WHAT I AM ACCOUNTABLE FOR:

- Lead and coach the People Services team to provide excellence in customer service for our Colleagues and Candidates
- Review current Service Level Agreements to ensure that cases are managed within the desired time frames and that colleagues / managers queries are answered within these
- Lead on our process improvement across People Services to support in streamlining and simplifying these for our Managers making use of automation where possible
- Create a knowledge base for the entire People Service processes that can be used by all to understand and effectively navigate through those processes
- To supporting the audit process within service ensuring data is readily available when requested, up to date and accurate and that compliance reports validate this
- Fully understand the reason for cases – including emails / calls and tickets raised to build colleagues capability in driving self service
- To ensure adequate cover for the People Services Helpdesk by through effective rota scheduling covering telephone, email and transactional support
- To act as an escalation point and manage cases where People Services team members need additional support, where service levels are in danger of not being met or cases are highly sensitive / escalations have been raised.
- To develop a culture which supports outstanding customer service, continuous improvement, quality, high employee engagement, high team performance and collaboration whilst also maintaining an element of fun.
- To work closely with the business to improve process based on feedback and to ensure the provision of a professional and customer focussed people service.
- To analyse and monitor the resource utilisation, volume metrics, themes, day to day performance and customer perception of the operation through statistical management.
- To lead the adoption of change and to train colleagues on new processes to improve capability as the maturity and service offering from People Services expands.

HOW I OPERATE:

Values Led Leadership

- Team leadership is key to enabling the team to deliver excellence in service
- Ability to offer consistent and accurate advice on a regular basis, influencing managers in order to problem solve or to encourage them to follow legal requirements
- Enthusiastic about People and what it can deliver with a successful track record of delivering HR services
- Excellent attention to detail and an understanding of the importance of excellent customer s HR service on the employer brand.
- Strong organisational capability, able to prioritise and delegate to meet deadlines and to manage large volumes of diverse work, providing creative solutions where necessary
- Resilience is important to build robust relationships that allow for two way feedback to improve our processes

WHAT I NEED:

Skills & Knowledge

- Proven administration experience working in a changing environment
- Analysis of data and trending
- Effective running of Shared Services team
- Ability to drive process improvement and an enthusiasm / solution orientated to reengineer processes