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## Role Mandate

Job Title:	HR Delivery Manager
Function /CFBU:	Human Resources
Dimensions of the Job:	0 direct reports
Reports to:	HR Business Partner
Location:	Multiple locations

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## Job Summary:

To work collaboratively as a member of the HR Business Partnering team personally leading the delivery of people related elements of Fit4Two initiatives and emergent projects enabling business transformation.

Support the ER Advisory Team and business leaders to manage employee relations cases in a timely and effective way; and provide SME input to the development of associated training and development.

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## Responsibilities:

### ***Tactical HR – Fit4Two | Emergent Projects***

- Act as HR work stream delivery lead for designated Fit4Two initiatives and change projects; collaborating with HR team colleagues and business stakeholders to achieve timely execution of associated people plans
- Support line managers through the change process via 'front ended' support – ensuring they have the knowledge | insight and tools to manage, and acting as escalation point and coach throughout

### ***Employee Relations casework***

- Act as case escalation point for the ER Advisory team, generally involving more complex employee relations queries and provide appropriate business focussed advice to the business on employee relations matters
- Case manage short and long term absence advising managers on appropriate actions to mitigate lost time and cost
- Monitor implementation of performance management and appraisal processes to ensure adherence and drive optimal outcomes
- Oversee progress of disciplinary and grievance cases to ensure they are managed compliant to company policy and are concluded within appropriate timescales
- Support disciplinary and appeal processes in alternative business areas when necessary, potentially necessitating travel.

### ***Developing ER capability***

- Provide SME input to associated employee relations training designed to enhance capability of business managers and leaders and mitigate business risk
- Co-deliver training as appropriate with nominated L&D Facilitator
- Expertly guide and coach managers in managing employee relations issues on an ongoing basis
- Work collaboratively and proactively with HR Delivery Manager colleagues and the Employee Relations advisory team, sharing information and learning in order to ensure consistency of advice and optimise successful

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outcomes

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**General**

- Visible role model for the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
- Be agile, converging around agreed priorities across the HR function as business needs dictate from time to time

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**Key Experience,  
Knowledge, Skills &  
Qualifications:**

**Key Experience**

- 3+ years' experience of providing ER advice and managing a demanding absence, disciplinary, grievance and performance management case load
- Implementation lead for people elements of business transformation
- Experience of collective and individual redundancy consultation process & TUPE
- Collaborative working across a matrix organisation, developing | managing relationships and building credibility with stakeholders at all levels
- Working in a fast paced, challenging commercial environment
- Working in a large complex organisation (desirable)
- Working in a retail or pharmaceutical environment (desirable)

**Knowledge and skills**

- Excellent working knowledge of employment law
- Sound knowledge of ER policies, procedures and best practice
- Planning & organisation skills
- Competent user of MS Office suite
- Effective communicator – strong verbal and written skills
- Realises goals while considering costs, benefits and risks
- Motivated to continuously improve and achieve excellence

**Qualifications**

- CIPD qualified or QBE
- Full UK Driving Licence

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**Key Interfaces**

Internal: CFBU & Functional Stakeholders at all levels| HR functional colleagues | Employee Reps

External: Professional bodies as required; Legal services, Employment Tribunals, ACAS, Trades Unions, networks

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## Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

**Business**

## Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

**Customer**

## Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

**Quality**

**People**

## Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement