**ROLE PROFILE**

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| **Role Title** | **Head of People Services** | **Location** | **Bristol** |
| **Business Unit** | **HR** | **Job Family** | **HR** |
| **Reports to Role Title** | **Chief People Officer** | **Sub Family** |  |

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| **PURPOSE** |
| The Head of People Services provides strategic leadership over the People Services Contact Centre, Payroll Team, and HR Information Systems (HRIS) Team, ensuring a high-performing, customer-centric HR service delivery model. This role drives transformation, operational excellence, and technological innovation while ensuring compliance with employment laws and regulations. The role is responsible for aligning the People Services with broader business objectives, fostering continuous improvement, and enhancing the employee experience through data-driven insights and process optimisation. |
| **CORE ACCOUNTABILITIES** |
| As a strategic leader, the Head of People Services defines the vision and long-term roadmap for People Services, ensuring integration with overall business and People strategy. They oversee People Services, driving service excellence through proactive issue resolution, digital enhancements, and best-in-class employee support. In payroll, they establish governance frameworks for accuracy, compliance, and financial integrity, collaborating with finance and external partners to drive efficiency and risk mitigation.Leading the HRIS function, they champion digital transformation, leveraging data analytics, automation, and system integrations to optimise HR operations. They proactively assess emerging HR technologies and trends to drive continuous improvement. Additionally, they develop and implement HR service delivery models that balance scalability, cost-effectiveness, and employee satisfaction while maintaining compliance with regulatory requirements.The roles serves as a key advisor to senior leadership, providing strategic insights on workforce trends, operational risks, and process enhancements. They drive a culture of accountability, innovation, and high performance while managing budgets, third-party vendors, and external partnerships to maximise efficiency and value. |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** |
| * **Senior Leadership Team:** Provides strategic insights, influences decision-making, and aligns People services with broader business goals.
* **HR Business Partners:** Collaborates to ensure People Services meet business needs and drive HR effectiveness.
* **Finance & Payroll Teams:** Works closely to ensure financial accuracy, compliance, and operational efficiencies.
* **IT & HRIS Teams:** Leads system integration projects and ensures technology solutions align with business requirements.
* **Third-Party Vendors & Service Providers:** Manages relationships with HR technology providers, payroll services, and outsourcing partners to optimise service delivery.
* **Employees & Managers:** Ensures responsive, high-quality HR services that enhance the employee experience.
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| **KNOWLEDGE/ EXPERIENCE/ SKILLS** |
| The ideal candidate is a strategic and visionary leader with extensive experience in People Services, process transformation, and digital innovation. They must possess strong analytical and problem-solving skills, deep expertise in HR technology and payroll governance, and exceptional stakeholder management capabilities. A degree in Human Resources, Business Administration, or a related field is required, along with significant experience in a leadership role overseeing multi-functional HR teams. |
|  **PROFESSIONAL QUALIFICATIONS & EDUCATION** |
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| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** |
| Technical Competencies:Proven expertise in HRIS, payroll systems, and digital HR transformation technologies.Strong analytical skills with proficiency in leveraging data-driven insights for strategic decision-making.In-depth knowledge of shared services frameworks, compliance, and employment laws.Experience with process improvement methodologies, system integration, and automation tools.Proficiency in budget management, vendor negotiations, and cost optimisation strategies.Behavioural Competencies:Exceptional leadership skills with a proven track record of inspiring and managing cross-functional teams.Strategic thinking and strong decision-making abilities paired with a proactive approach to problem-solving.Excellent communication and stakeholder management skills, with the ability to influence and collaborate effectively at all levels.Demonstrated change management capabilities and a commitment to continuous improvement.High accountability, adaptability, and resilience in a dynamic work environment.Personal Competencies:Self-motivated and results-driven with a strong entrepreneurial mindset.High level of emotional intelligence, empathy, and a service-oriented attitude.Integrity, transparency, and the ability to maintain confidentiality.Forward-thinking with a willingness to embrace change and new challenges.Commitment to personal and professional development in a fast-paced, innovative setting. |
| **BUSINESS SPECIFIC REQUIREMENTS (Optional Section)** |
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| **OPERATING ENVIRONMENT & CONTEXT:****TRAVEL & OTHER REQUIREMENTS** |
| **ROLE DIMENSIONS** |
| No of Direct Reports | 3 | Financial Impact (Direct) |  |
| Total Team Size | 15+ | Financial Impact (Indirect) |  |
| No of Locations | Bristol | Other/ People Manager (yes/ no) |  |

Back Office Use only:

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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |