

Job Description:
HR Business Partner – Cyprus

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| Function: | **HR** |
| Position:  | HR Business Partner – Sodexo (Cyprus) Ltd |
| Job holder: | Rachel Evans |
| Date (in job since): | 1 April 2014 |
| Immediate manager (N+1 Job title and name): | **Rachel James, HR Director Defence & Government Agencies** |
| Additional reporting line to: | N/A  |
| Position location: | RAF Akrotiri |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Partner with the business leaders to drive and deliver HR solutions
* Maximise people performance and strategy
* Expand leadership awareness of HR processes and systems to strengthen people management
* Ensure the mechanics of HR work to deliver efficiency and effectiveness for the teams
* Ensure all HR practices are in accordance with the collective agreements, Republic of Cyprus employment legislation, Cypriot employment practices and the Sodexo ways of working
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY17: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | Bring HR Competency and thought leadership to help drive innovation and expertise as a partner to the Relationships with segment executives, HRBPs, HR Director, on island lawyers, Cyprus employers federation, trade union representatives, central HR advisory, legal counsel, People Centre |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Facilitation of change to maximize people performance
* Coaching and consulting to embed collaboration and ownership of people matters
* Senior level influencing to align HR and business with the customer dynamic
* Ensure the Sodexo Cyprus ethical practices are appropriate for the Republic of Cyprus and in accordance with legislation
* Ensure that all people risks specific to Sodexo Cyprus are identified and mitigated
* Manage the trade union relationships, collective agreement negotiations and application
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **HR Strategy** – Translate People Agenda into deliverable People Plans aligned to business strategy. Engage in thought leadership and best practice knowledge sharing to influence and challenge management thinking.
* **Develop the Way We Work Culture**– Significant change management in terms of organisational design and development to support collaboration and drive high performance.
* **Workforce Planning & Sizing** – Work with Resourcing to deliver sufficient resources to accomplish business goals in line with Demand & Supply to support segment strategies. Gain market insight and prediction of trends by service line, platform and function to shape longer term workforce planning. Achieve predictable workforce cost with expertise capability.
* **Talent Management** – Attract, develop and retain talent to enable future growth with accurate succession planning and internal advancement against agreed development plans. Understand the mobility of talent within UK&I.
* **Training & Development** – Work with L&D and SMEs to define competencies and establish role profile frameworks with career pathways for development of expertise. Understand the L&D requirements of segments to design deploy and improve service training models. Share insight to shape the L&D Planning for the Service Operations team.
* **Quality of Life and Engagement** – Facilitate engagement levels in line with segment targets through close liaison with the team People Groups for engagement and IIP Gold. Work with Transversal HR to devise Reward and Recognition Strategies that are fit for purpose for functional teams. Deliver HR calendar activity which enhances Quality of Life, diversity and inclusion for our employees to enable Service Operations employee ambassadors to act as global citizens
* **Labour Models & Costs** – Devise labour models with SMEs for each offer with predictable and competitive labour costs for simple and complex solutions. Optimise our labour costs to drive margin improvements.
* **HR bid support** – enhance best practice, process, materials and toolkits to support growth.
* **Employee Relations and Performance** **Management** – Support Managers with case management matters. Support value creation from the Ingenium process to drive proactive performance management. Challenge performance on established people metrics – engagement, retention, development and productivity.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Performance on established people-metrics; Quality of Life progress for all Service Operations Sodexo employees (contribution), and all Service Operations employees (responsibility): engagement, retention, development and productivity
* Full compliance with HR policies, guidelines, processes and SLAs
* Optimisation of labour costs in operations for margin improvement
* Identification and mitigation of potential people risks in Cyprus
* Defence and Government Services HR plans and targets achieved through effective management of performance
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Substantial HR generalist experience with a professional approach and commercial acumen
* Strong senior level influencer and experienced in business partnering with stakeholder management skills
* Excellent interpersonal, communication and presentation skills
* Passion to drive through the people strategy with strong facilitation and coaching skills
* Experience of organisational development and design with facilitation of change
* Experience of working with multiple trade unions
* CIPD qualified
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Relationship Management
 | * Resilience
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| * Analysis & Decision Making
 | * Impact & Influence
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