

Job Description:
Regional HRBP

Sodexo Justice Services - Community

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| Function: | HR |
| Position:  | Regional HRBP, Sodexo Justice Services - Community |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | HR Director, Sodexo Justice Services |
| Additional reporting line to: |  |
| Position location: | Extensive travel required working across CRC regions |
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| 1. Purpose of the Job  |
| * To partner with business leaders within the region in the CRC’s, SJS and the Peoplecentre to enable the delivery of HR solutions to maximise people performance and contribute to towards strengthening business performance.
* To provide a visible HR presence within the CRC’s through regular on-site attendance and regular travel around the region as well as utilising other communication channels to build and maintain effective relationships.
* To partner the senior management team within the region through a period of significant change, implementing and embedding the most efficient ways of working to deliver operational performance, whilst adhering to the relevant CRC policies, NNC and SCCOG guidance and Sodexo procedures where applicable
* To continue to support the CRC management team to embed the PeopleCentre model, coaching line managers, creating strong working relationships with the key stakeholders in PeopleCentre and to act as a trouble shooter between the CRC and PeopleCentre ensuring that any issues are rectified within a reasonable time frame.
* To work with SJS HR community to develop and deliver a Community people plan.
* To work with senior management teams on devising workforce plans and strategies.
* To work with key stakeholders including HMPPS and manage HR Activity around the Probation Reform Programme
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| **2. Context and main issues**  |
| * Realisation of a regionalised approach to drive consistency of standards
* To actively drive and support the harmonisation of key HR policies across the Sodexo CRC group
* To work in conjunction with the CRC management teams, HR and L&D colleagues to facilitate positive ER and Industrial Relations climate with employees and Unions
* To understand and work within the boundaries of the NNC and SCCOG handbooks
* To ensure that CRC processes and records are compliant with the commercial contract and up to date with additional requirements eg vetting, D&I, partnerships and all other people related aspect.
* Significant travel will be required both within the allocated region with some national travel
* Support for a cultural shift will be required to fully embed the operational model across the region.
* Senior level influencing to align HR with the operations
* Lead on the facilitation of change to maximize people performance
* Coaching and consulting to embed collaboration and ownership of people matters
* Lead on transitional arrangements and manage HR data requests in relation to Probation Reform Programme
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **HR Strategy:*** Understand challenges that are facing the CRC businesses within the region and assist in the implementation of business and HR strategy and policy development
* Understand how Sodexo fits with the CRC business and utilise the internal Sodexo network to support HR strategy
* Report on and understand HR Analytics to influence progress and performance
* Encourage effective communication between senior managers, employees and stakeholders through working with the Regional Communications Manager to implement communication best practice
* Promote best practice across the region, presenting HR matters in a clear and concise way ensuring managers implement HR policies and practices
* Keep up to date with employment legislation changes and ensure implementation across the region
* Support the implementation and roll out of any new HR or People initiatives and systems within your remit
* Understand Probation Reform Programme to support the business and successful transition

**HR Planning & Business Development:*** Work with the CRC senior management team, HR lead, SJS colleagues and Central HR Advisory to ensure the effective facilitation and delivery of HR calendar events throughout the business, e.g. application of Reward frameworks, Pay and Bonus Review, Star Awards, Employee Engagement surveys, Talent frameworks, Performance Management cycles etc
* Work with the CRC senior management team and business development team to understand future business changes including the impact of the Probation Reform Programme and their likely impact on workforce planning, change activity and employee engagement

**Employee Relations & Engagement:*** To be fully conversant with the CRC HR policies within the region to work in partnership with Peoplecentre to provide local support on complex ER matters and develop appropriate solutions. Build strong working relationships with PeopleCentre, regularly updating on segment activity to ensure a joined up HR service is delivered to the business
* Work in conjunction with the CRC teams, the HR lead and Regional HRBP Community counterpart to facilitate positive ER and Industrial Relations climate with employees and Unions
* Maintain positive Industrial Relations during the Probation Reform Programme
* Ensure that the CRC discharges its duties to consult with employees during the Probation Reform Programme
* Design and deliver coaching solutions to line managers on ER issues for improved handling of cases in line with PeopleCentre operating model, utilising existing resources from Sodexo where possible
* Demonstrate behaviours that actively promote and contribute to the Investors in People standard within the region
* Be an advocate for Diversity and Inclusion within segment working closely with Central Advisory to identify issues and potential improvements, contributing to the annual equality report.
* Manage any ill health retirement cases to ensure adherance to the GMPF regulations

**Resourcing, Recruitment & On-boarding:*** Work with the Resourcing Partner to understand the CRC labour market’s within the region (workforce availability, reward, attraction and retention drivers) to improve delivery of resourcing solutions resulting in the reduction of vacancies / time to fill
* Work with Managers and SMT’s to identify resource needs across the region to maintain BAU and improve performance during the Probation Reform Programme
* Develop a clear workforce plan to support recruitment and retention activity across the region, linking in with the resourcing partner
* Spot-check the effectiveness of pre-employment checks and on-boarding and drive compliance for all screening checks
* Ensure vetting requirement compliance for all CRC employees and for those employees providing through the gate services

**Retention, Talent Management & Succession Planning:*** Support the facilitation of talent management, succession planning and leadership development within the region linked with fully embedding all aspects of Ingenium
* Work with line managers to identify key talent and devise plans to retain within the business
* Work with SMT’s to identify retention risks during Probation Reform Programme

**Performance Management:*** Use HRMI to identify people and performance management gaps, and provide practical solutions by developing action plans for business and individual improvement
* Actively promote the implementation of the EPA process and its continued utlisation. Assist with EPA calibration sessions as required.
* Support managers in the development of good performance management skills and techniques utilising 1:1 meetings, EPA conversations and Supervision.

 **Performance Interventions & Change:*** Use HR analytics to identify areas for improvement and develop interventions for change in areas such as casual absence, suspensions and regretted losses, with clear deliverable improvements when evaluated.
* Use HR analytics to continuously monitor and ensure labour targets are met within specified timeframes and recommend appropriate interventions to support operations.
* To provide consistent HR service due to strong working relationships with the Regional HRBP counterpart, Sodexo HR teams, central HR advisory and PeopleCentre
* Through effective communication, coaching and implementation of processes and HR policy reduce level of ETs and grievances in region
* HR Lead for transitional and implementation of Probation Reform Programme
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| 4. Accountabilities |
| * Responsible for supporting the CRC’s within the region to deliver an effective HR service during a significant period of organisational change
* Improved people management across the business which is focussed on the overall people plan
* Active contribution to the full re-/accreditation of the Investors in People standard for CRCs in your region where relevant.
* Use of HR Analytics to identify areas for improvement and develop interventions for change in areas such as casual absence, suspensions and regretted losses, with clear deliverable improvements when evaluated. To continuously monitor and ensure labour targets are met within specified timeframes and recommend appropriate interventions to support operations
* Close working relationships are in place with CRC senior teams to ensure HR is well placed and a key part of developing future strategy for the business
* Joined up HR Services in the business area due to strong working relationship with Central HR Advisory and People Centre
* Improved implementation of HR policy, procedures and initiatives across your business through effective communication, coaching and implementation of processes with line managers to strengthen people management, resulting in fewer ETs.
* Responsible for the coordination of HR activity associated with Probation Reform Programme
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Educated to degree level or equivalent CIPD qualification or qualified by experience
* HR generalist experience and good understanding of all aspects of HR Management including resourcing, talent management/succession planning, change management and employee relations
* Understanding of human capital measurement and delivery of performance improvement interventions
* Strong stakeholder management skills
* Strong interpersonal, communications and presentation skills
* Strong facilitation and coaching skills
* Well organised, responsive and able to work under pressure
* Exposure to unionised environments
* Proficient user of Microsoft Office programmes

**Desirable*** Experience of organisation development and design, and facilitation of change including consultation and engagement
* SAP HR and appreciation of other HR Systems and MOJ systems
* Knowledge of working within the criminal justice environment
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| 6. Competencies  |
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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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| * Employee Engagement
 | * Learning & Development
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| 7. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
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| 8. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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