HR Operations

Partner

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| **Budget:** | N/A | **Function:** | People |
| **Line Manager:** | Head of People Partnering & ER | **Direct Reports:** | 0 |
| **Our Vision** | | | |
| Simplyhealth is a 150-year-old business with an amazing heritage and history of changing healthcare in the UK. It is continually modernising, as reflected by our B-Corp status; something that is very important to our customers and to our people.  With an ever-increasing strain on the NHS, and a cost-of-living crisis, the products that Simplyhealth offer are needed more than ever before. But Simplyhealth have bigger ambitions than that. We want to improve access to healthcare for everyone in the UK – we are not just about the wealthy who can afford to go privately, we want to democratise healthcare in terms of cost but also accessibility to ensure that as many people as possible, can access the healthcare they need.  Specifically, we want to improve access to healthcare for all in the UK to: lead your best life, prevent you from getting a disease you’re at risk of, access the best in care (digital where possible, physical where necessary), and manage your long-term condition.  To achieve this, we are embarking on a radical transformation to deliver this ambitious goal. With a trusted brand and a strong heritage in healthcare, we think we are uniquely placed to help change the landscape of healthcare in the UK. | | | |
| **Your Role** | | | |
| As a key member of the broader People Team, the HR Operations Partner provides proactive support to our People Leaders and Managers to deliver on all aspects of our people agenda. This will include working closely with our leaders and people managers to build their people capability, plan and manage talent and to engage and empower their teams. The role involves leading organisational change initiatives, identifying capability gaps, and ensuring high-performing teams through both short-term and long-term strategies. | | | |
| **Your Responsibilities & Accountabilities:** | | | |
| * Build relationships with our leaders across the business to drive the planned people agenda for your respective functions, through the delivery of the quarterly People Plans * Coach leaders and people managers to deliver improved business performance through the engagement and wellbeing of their people, role modelling our values * Work across the wider People Team to implement and drive improvement in People led initiatives as well as key projects * Provide advice and guidance on employment and workplace legislation that balances both commercial and people impacts * Working with business leaders to drive organisational change, working alongside the wider People Team as required, to ensure changes are embedded and implemented * Work with the business to identify capability gaps to enable short term business performance targets and longer-term strategy to enable high performing teams * Continually review and develop HR processes to ensure delivery of a professional HR service which creates value and is aligned to best practice * Work in a data led way, utilising our management information to determine trends and target activity to enable delivery of the people plan * Work closely with line managers and provide them with the necessary support as required to ensure the effective performance management of teams * Work closely with business leaders and the Reward team to support the annual pay review and bonus process * Risk management and advice to managers needing to make use of informal and formal disciplinary, capability and grievance procedures. To be actioned in a timely and considered manner with due care and attention to accessibility, sensitivity and confidentiality * Absence management – monitor trends of absence across the business targeting high and ad hoc absence and following necessary procedures to reduce * Work with line managers to identify vacancies and produce appropriate role profiles * Liaise with the central Talent Acquisition function to ensure the appropriate method of advertising is used and candidates sourced * Ensure that you work in a safe manner and remain up to date and comply with the Health & Safety policy statement and procedures and report any incidents to your line manager | | | |

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| **Key Skills:** |
| * Ability to quickly build string relationships with senior business stakeholders and embed within business functions as a trusted partner * Confident in delivering and embedding change in an organisation with a good understanding of the commercial impacts of people initiatives * Experience of working in a Partnering role where you have advised and supported people managers on a wide range of complex HR Issues * Experience of working in a rapidly changing and challenging environment and demonstrating adaptability and flexibility in this context * Strong influencing skills, resilience, and the ability to apply sound professional judgement * A confident coach and mentor, you will be adept at upskilling managers in people leadership * Happy to analyse and interpret data to inform decisions * CIPD qualified |
| **Key Connections:** |
| * All line managers * HR Leadership team * Learning and Development Team * Employee Experience Manager * Simplyhealth’s legal team * Colleague forums |
| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come.  **We’re living in extraordinary times…**    By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.  **This is our time to survive, drive and thrive…**  This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time.  To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up.  To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways.  **Our cultural movement...** |
| **Our Behaviours** |
| |  |  |  | | --- | --- | --- | | Courage and Curiosity | Trust and Kindness | All Together Healthier | | ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** | | * We make bold decisions and take considered risks, with customer and commerciality front of mind. * We make things happen and keep things simple. * We always take the initiative and hold ourselves accountable for the delivery of great results. * We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think. | * We invest in relationships to build trust and rapport. * We listen carefully always trying to find ways to add value. * We treat each other with care, compassion and kindness, celebrating and embracing differences. * We strive to make a difference in society, unlocking opportunities for those in need. | * We help every generation take control of their health. * We start with self-care so we can show up at our best, every day. * We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value. * We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives. | |
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| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.** * Some UK travel & overnight stays. * Reasonable role and task flexibility expected. * May be required to lead other business activities or projects in other parts of the Simplyhealth Group. |