**Job Description**

**JOB TITLE: Senior HR Business Partner**

**Reports to: Head of Employee Relations**

**Grade: PM2 D L2**

**Safety Status: Non-Safety Critical**

**Date version agreed:** **July 2025**

**1. Job Purpose**

Lead on the review and development of people policies and procedures to ensure continuous improvement that promotes business effectiveness, maximises business efficiency and reduces risk.

Responsible for implementing HR policies and procedures across the business to ensure compliance with legislation and best practice.

Develop a consistent business approach to dealing with people management issues by ensuring continuous professional development and by maintaining effective relationships with internal functions and key stakeholders.

Functional expert on agreements, terms and conditions interpretations and implementation of guiding rules and principles for the business.

Deal with the contract and budget management of the organisation’s legal advice supplier.

Represent the Senior HR team across industry forums.

Play a lead role in change management initiatives including restructures and TUPE transfers.

Work closely with the Executive Team and Senior Stakeholders to ensure that the HR strategy is delivered in line with the business strategy.

Work with recognised trade unions to build long lasting, trusting relationships.

Create a knowledge-based culture which enables and empowers manager.

**2. Safety Details**

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| **A.** This job requires **Security Clearance** (e.g. Running of Special Trains) | **N** |
| **B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) | **N** |
| **C.** This is a **Safety Critical Work Post** | **N** |
| **D.** This is a Key Safety Post | **N** |
| **E.** Reference to this job is included in the company **Safety Certification** documents | **N** |
| **F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) | **N** |
| **G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) | **N** |

**3. Role Dimensions**

**A. Financial:**

This role has an indirect impact on reducing business costs by the introduction of efficient processes.

Responsible for legal advice supplier contract management.

**B. Staff:**

No direct responsibility

**C: Others:**

Ability to influence Executive members, Senior Managers and Line Managers across the business.

**4. Principal Accountabilities**

* Work as part of the Senior HR team to identify, design, review and implement new as well as existing policies and procedures by having a good understanding of current HR concepts, trends and best practice.
* Work closely with and influence the recognised trade unions to ensure policies are agreed and implemented effectively within London Northwestern & West Midlands Railways.
* Continuously review management guidelines and align them to new or reviewed policies and processes.
* Develop, translate and communicate policy changes ensuring best practice approaches are adopted and consistently applied across the organisation, which assists in facilitating change and bringing about co-operative working practices.
* Drive the uniformity of HR policy with a focus foremost on continuous improvement.
* Drive and lead key HR processes to ensure the quality of service provided meets business needs and equality and diversity requirements.
* Evaluate, design, measure, execute, innovate and monitor end-to-end HR processes to ensure that they are aligned to the organisation’s strategic goals by working collaboratively across all departments to improve processes and enhance profitability.
* Monitor legislation, effectiveness of policy and process implementation and work with the HR team to ensure policies, processes and guidelines are continuously fit for purpose.
* Provide advice and guidance to managers and the HR team on all HR policies, processes, terms and conditions and agreements to ensure consistent application across the business.
* Provide regular updates to the Management team on employment legislation and case law.
* Organise and support engagement activities to embed policies, procedures and management guidelines.
* Work with the Employee Relations Team to ensure that the policies and processes are communicated and that Managers across the business are equipped to use them through appropriate training and coaching.
* Ensure that the Data Protection Act is correctly implemented in respect of HR records and files. Identify areas for improvement and implement corrective practices.
* Digitalisation and automated processes project lead introducing innovative methods to improve business efficiency.
* Contribute to the development of the HR strategy and ensure that it is aligned to the business strategy.
* Act as a strategic partner to the business to drive business success and add value.
* Customer focused with the ability to influence and manage key stakeholders across the business.

**5. Context**

**A: Operating Environment:**

A heavily unionised environment.

Complex legacy terms and conditions environment.

**B: Framework and Boundaries:**

Operate within delegated financial and decision making authorities.

**6. Relationships**

**A: Reporting lines**

Report to the Head of Employee Relations

**B: Other Contacts:**

**(i) Within the Company:**

Executive team

Senior Managers across the business

HR team

Line Managers and employees across the business

HR Services Team

Safety department

Operational Standards department

Company Council and Local Trade Union representatives

**(ii) Outside the Company:**

Legal Advice Supplier

Full-Time Officials

Directors and Senior Managers across other Train Operating Companies

Rail Delivery Group

Occupational Health Provider

**7. Knowledge and Experience**

* MCIPD qualified.
* At least 5 years’ Senior HR experience within a structured and unionised environment including experience of managing and developing experienced HR professionals.
* Experience of developing strong working relationships with trade unions.
* Understanding of links between business strategy and HR strategy.
* Proven track record of developing relationships at all levels within an organisation.
* Sound understanding of the company’s policies, procedures and governance structure.
* Sound understanding of equality and diversity issues.
* Knowledge of external HR developments and emerging best practice.
* Proven ability to influence at a senior level, including successfully facilitating joint decision-making.
* Excellent project management and people management skills.
* The ability to foster a strong team environment.
* The ability to proactively identify and solve complex problems.
* Demonstrated experience of successfully managing change.
* High standard of verbal and written communication.
* Strong leadership, influencing, interpersonal and communication skills.
* A can do attitude
* Process focused and attention to detail
* Completer finisher
* Demonstrates continuous self-development

**8. Job Challenge(s):**

Working with the Trade Unions to implement fit for purpose policies and procedures.

Improving people processes across the organisation including using automation and overcoming resistance to new methods of working.

Managing a team including safety administrators and providing an excellent service to the safety department whilst ensuring HR objectives are being delivered.

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

* **General Responsibilities**

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
   1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
   2. You are responsible for attending the following safety and / or environmental related meetings:

E.g. Sustainability Action Group, SEMG

List meetings here

☐ None apply

* 1. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

1. **Employee training**
   1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
2. **Planned Inspections**
   1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
3. **Accident and incident investigation**
   1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
   2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
4. **Emergency planning and Security**
   1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
   2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.
5. **Rules Competencies, Permits and Licences**
   1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
   2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
   3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
6. **Communications**
   1. You must ensure that you attend regular briefings which cover safety and environmental issues.
   2. You must attend any local job induction training session on your first day at a new location.
7. **Auditing and safety Check**
   1. You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
   2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
8. **Promotion of Environment & Safety Issues**
   1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
9. **Health Controls**
   1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
   2. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
   3. You must understand and comply with the standard for Control of Asbestos.
   4. You must understand and comply with company standards for management of cases of occupational ill health.
   5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
10. **Personal Protective Equipment (PPE)**
    1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
    2. You will be issued with PPE on a personal basis.
11. **Purchasing, Procurement and Management of Contractors**
    1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
    2. You must understand and comply with the company standard for managing contractors.
12. **Environment**

Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

* **Specific Responsibilities**

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

* **Safety Responsibility Statement Acceptance**

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

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| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

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| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

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| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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