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**Job Holder:** Head of Human Resources

**Reports to:** Human Resources Director

**Grade:** PM3

**Safety Status:** Non-safety critical

**Date version agreed:** 16 February 2018

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### 1. Job Purpose

- The Head of HR supports the HR director in determining and implementing the Workforce Planning strategy to ensure HR activity is aligned to business objectives, measures and commitments to maximise the contribution of employees to the overall success of the company.
  - Develop a Resourcing Strategy which ensures the right people are in place at the right time and which leads to the selection and appointment of a more diverse workforce, ensuring committed targets are met, utilising opportunities to improve processes by embracing the new Harbour system.
  - Develop a Health and Wellbeing plan which leads to the creation, over time of a healthier workforce who have regard for their own lifestyle, fitness and well-being which impacts positively on attendance and improves productivity and safety whilst at work.
  - Design and implement a Reward Strategy including a new grading structure, pensions, revised bonus and gain share schemes and an appropriate job evaluation mechanism to ensure fairness and consistency.
  - Own the process for ensuring that organisational design outputs are kept current and maintained such that WMT keep accurate organisation charts and job descriptions are current and has an accurate understanding of staffing levels and headcount movement such that staffing costs remain under control.
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### 3. Dimensions

#### A. Financial:

Staff recruitment budget of £500k for the two years to April 2019 and £50k per annum thereafter  
Medical and healthcare budget of an average of £500k per annum.  
Delegated Authority for determining and presenting business cases for investment in improvements

#### B. Staff:

Directly Responsible for a team of 9 including 2/3 direct reports

#### C. Others:

Fully responsible for leadership, development and resourcing of the Head of HR team

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### 4. Principal Accountabilities

- Responsible for developing Reward and Benefits Strategy including bonus, gainshare, grading, job evaluation, pensions and benefits.
- Oversees the recruitment function ensuring that the Workforce Plan is achieved, recruitment related process, policy and paperwork is legally compliant, job descriptions are current and that targets for service growth and diversity are met.
- Ensure that the Company has a robust and effective contract in place with an Occupational Health provider to ensure that the Company is adequately supported in its occupational health requirements through effective contract management.
- Act as the lead point of contact with RPMI over the management of the WMT section of the Railway Pensions Scheme, leading on the internal administration of the scheme and any associated changes as a result of outcomes from regulator reviews or actuarial valuations.
- Responsible for the efficient and cost effective management of all employee benefits and associated contracts ensuring professional integrity is maintained. Promote and monitor the usage of all employee benefit schemes.

Evaluate the success of each initiative, recommending appropriate actions based on results obtained. Manage and maintain relationships with suppliers ensuring service delivery agreements are kept and periodical assessment of service provision.

- Develops a health and wellbeing approach which helps contribute towards a healthier workforce with better levels of attendance.
- Develop and promote strategies to ensure the Itrent system is a key business enabler which facilitates a professional HR service. Collaborate with payroll to ensure HR and Payroll processes provide an effective business service.
- Manage the interrogation of the HR systems and databases to deliver accurate and timely statistical reports and analytical management information with commentaries to managers in their business/manpower planning, ensuring all associated processes such as updating of organisational charts are adhered to.
- Leads on the provision of HR Board reporting, HR KPI provision to the company and to group.
- Custodian of the Company Organisational Charts.
- Responsible for the control and issue of staff travel.
- Represents the company in industry and cross industry forums.

## 5. Context

### A: Operating Environment:

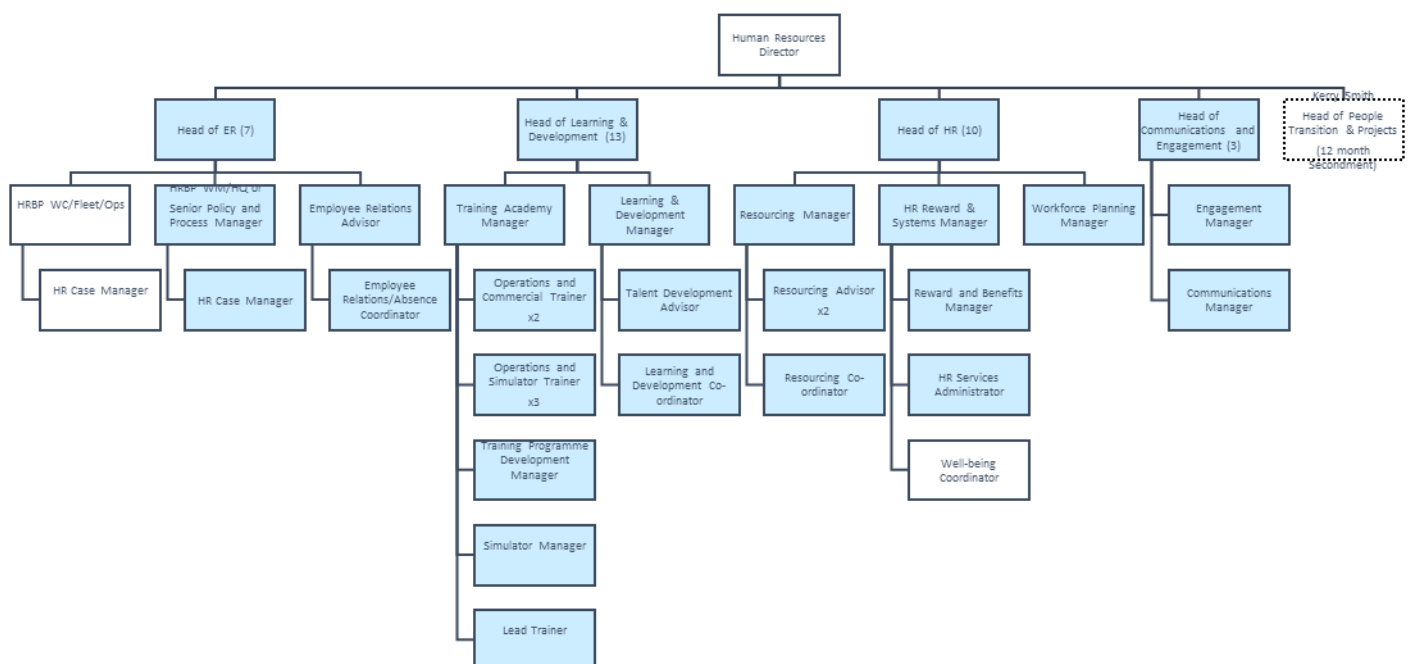
- Traditional working environment with an opportunity to modernise areas of Resourcing and Reward
- Committed obligations provide a good vehicle for change
- Strict control over establishments and organisation design to maintain staff costs are key

### B: Framework and Boundaries:

- A strategic approach which sets out plans for improvement is required
- Company often works to tight timescales which requires agile response times
- Business cases are required to approve investment

### C: Organisation:

Please see organisation chart.



## 6. Relationships

## A: Reporting lines

The role reports to the Human Resources Director

## B: Other Contacts:

The role interfaces with the Executive and the top 40 as well as other key internal stakeholders and touches the 2,500 strong workforce

## Outside the Company:

External stakeholders comprise mainly of key suppliers, Abellio Group and Abellio Operating Company contacts as well as industry bodies such as RSTL and RPMI

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## 7. Knowledge and Experience

- Degree in relevant discipline and CIPD qualified
  - Good knowledge of payroll and recruitment systems
  - Experience in project management with a proven track record of delivering on objectives
  - Experience of developing and implementing Reward Strategy (including recognition)
  - Experience of being able to position a proposal such that it secures acceptance
  - Knowledge and understanding of employment law and industrial relations law
  - Exposure to an environment in which trade unions are well organised
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## 8. Job Challenge(s):

- Planned Gravitation to new payroll and recruitment systems is required
  - An attitude that is geared towards finding solutions to complex problems in strong collaboration with a variety of wider stakeholders both internally and externally
  - Experience of developing an grading structures and migrating current structures is necessary
  - Skills in leading, coaching and managing staff
  - Abellio group requirements can be of short notice
  - Excellent communication, internally and externally with the ability to communicate complex information clearly and concisely.
  - Contract management of external suppliers so that they deliver their key result areas and commitments
  - A commitment to your own and others personal development.
  - Maintaining a degree of personal resilience when under pressure to deliver a solution
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## 9. Additional Information

- Excellent written and verbal communication and presentation skills
  - Attention to detail and strong organisational skills
  - Ability to work calmly under pressure and within a small dynamic team
  - Excellent interpersonal and networking skills
  - Ability to manage a complex workload and work to tight deadlines
  - Standard office ICT skills, including social media
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## 10. Sign off

**Job Holder:**..... **Date:**.....

**Manager:**..... **Date:**.....

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## Nominated Deputies

If this is a KEY SAFETY POST (2D is "checked") a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of Nominated Deputy:** .....

**Name of Nominated Deputy:** .....

**Signature of Nominated Deputy:** .....

**Date:** .....

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job.  
If there are more Nominated Deputies they should sign further copies of this Job Description.