Role Description

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| **Role Title:** | Head of Human Resources | **Department:** | Operations |
| **Reports To:** | Deputy Director | **Last Updated:** | November 2022 |

# Role Purpose:

Cambridge Enterprise is the commercialisation arm of the University of Cambridge. Our mission is to help University of Cambridge innovators, experts and entrepreneurs make their ideas and concepts more commercially successful.

We are a subsidiary of the University with around 90 employees, and our strategic objectives have led to some exciting new initiatives and a recent period of growth. With strong organisational values, a supportive and empowering culture, and high employee engagement (recently recognised by a 2021 Platinum Award in the Best Employers Eastern Region), this Head of Human Resources role is a key role for Cambridge Enterprise.

Responsibilities centre on developing and driving people management strategies and ensuring that HR programmes and initiatives are implemented in a way that is aligned with the overall business vision and strategy. The role is responsible for embedding and strengthening employee engagement and organisational culture, and both championing our values and embracing a culture of equality, diversity and inclusion (EDI) throughout the organisation, through strong leadership and behaviour. The role involves advising, coaching and supporting line managers and staff to fulfil their potential and help equip them with the skills to drive business success and impact.

Leading a small team that spans HR, and Office Management & Facilities the role requires excellent line management and teamwork, ensuring the team demonstrate an excellent level of customer service to both internal and external customers. The role is a member of the Senior Leadership Team.

**Key priorities will include:**

* Implementing a new HRIS, with the objective of increasing quality data and analysis, leading to an increased understanding of the business, and supporting the HR Coordinator in the implementation and process mapping towards a more efficient HR service.
* As part of talent strategy, developing a framework of local, national and international search firms to support recruitment, to engage with technically and commercially strong candidates in a challenging market.
* Developing a set of HR approaches that better enable a hybrid workforce, unlocking opportunities, and taking into consideration culture, incentives, on-boarding, and team building to thrive in this new market.
* Appraisal system review towards objectives and key results (OKRs).

# Main Responsibilities:

**Team Leadership:**

* Lead the HR, Office & Facilities team, offering strong line management, guidance and development opportunities. Encourage and cultivate an inspiring team environment that promotes the Cambridge Enterprise values.
* Foster a culture of continuous service improvement across the team, to enable the delivery of a professional, efficient, and forward-thinking quality service.
* Provide professional leadership, support and development to HR staff, in order to increase knowledge, share best practice and to ensure that relevant professional standards are met.

**Strategy, compliance and culture:**

* Develop and implement the HR Strategy to align with CE objectives, encompassing areas of talent management and resourcing, employee engagement, reward, recognition, wellbeing, employee relations, EDI, training and development, and organisational development and design.
* Ensure CE complies with current employment law regulations, accepted professional standards and best practice, and develop effective, tailored employment policies where appropriate.
* Ensure compliance with UK right to work checks and manage the UK Visa process where appropriate.
* Take a lead role in strengthening the organisational culture, ensuring that the company values and approach are championed and demonstrated.

**Senior Leadership Team (SLT):**

* Active participation in the SLT, contributing to the overall strategic direction and operations of the company.
* Support the Executive team on both operational and strategic projects and initiatives.
* Provide regular SLT and Board reports and analysis.

**Relationship building and advisory role:**

* Advise, coach and support senior and high potential colleagues to identify individual strengths and help build leadership capability.
* Build relationships with university peers in Central HR, payroll, reward, EDI, Systems and other relevant teams and departments, to ensure a joined-up approach to HR policy and services across the University.
* Engage with and strengthen relationships with peer institutions via networking groups, and utilise these links to benchmark HR policies, pay and performance.

**HR Systems and process:**

* Oversee HR systems, processes and plans, supporting the HR team to deliver a smooth, customer-centric operational service.
* Oversee the employee lifecycle process ensuring accurate records are maintained. Manage the relationship with the University payroll ensuring transactions are processed correctly.
* Drive continuous improvement for the HR team, with a focus on employee engagement and maximising productivity. Identify and develop solutions for processes and procedures.

**Other:**

* Maintain up-to-date knowledge of HR practices and other statutory requirements;
* Other tasks as appropriate to the role as may be reasonably requested.

Person Specification:

Qualifications and experience

* Accreditation from the Chartered Institute of Personnel and Development (CIPD), or a bachelor's degree in Human Resources Management, Psychology, or a Business-related subject.
* Extensive experience within an HR role, including at an HR leadership or management level.
* An in-depth and current knowledge of employment law, as well as accepted professional standards and best practice.
* Confident IT skills, experienced in Microsoft Office package, and HRIS databases including reporting
* Desirable but not mandatory: Experience in a University or HEI environment.

Skills and behaviours:

* Highly developed people management and leadership skills with the ability to lead, motivate, empower and inspire a team.
* Sophisticated interpersonal skills with high levels of EQ, with demonstrable ability to develop and nurture successful relationships across departments and levels of seniority, gaining respect and the ability to influence.
* Experience in developing people strategy that supports the needs of the business and dovetails into overall organisational strategy.
* Strongly self-motivated, bringing gravitas, credibility, energy, resilience and commitment.
* Experience in proactively and collaboratively developing solutions that tackle business challenges (including performance improvement, team restructure, organisational development).
* Excellent advisory and coaching skills to support and equip line managers.
* Strong problem-solving skills with a capability to see opportunity in challenges.
* Commercial acumen and experience of using metrics for driving performance.
* A proactive and agile work ethic.
* A curious mindset, to think innovatively and rationally about concerns and come up with creative solutions.
* Highly developed organisational skills, details-orientated with a meticulous attention to detail.
* A commitment to customer service and a values-driven working style.
* A commitment to EDI, and experience of embedding an EDI strategy to increase inclusivity in the workplace.
* Excellent communication skills, both written and verbally, with the ability to share complex matters in a clear, concise and approachable manner.