

United Kingdom Jobs Expertini®

Head of HR Advisory Services

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Company: Portfolio Group

Location: United Kingdom

Category: other-general

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Portfolio are proud to be exclusively representing our award-winning, multinational HR & Employment Law services client in their search for an individual to head up their HR Advisory Services contact centre in Central Glasgow.

This person will be responsible for driving, motivating and developing the advisory department. The successful candidate will identify training, manage quality and performance and ensure exceptional standards of service provision are maintained to current and prospective clients. Oversee the office and day to day management of a team of Advisors along with the output of work and have a daily awareness of the teams within your responsibility. Support, coach, mentor and ensure a strategic and innovative business focus is at the forefront in all aspects of the role. You need to be commercially astute and agile so that you attract and retain the right people in order to attract new clients and retain clients.

We are looking for a strong and inspirational leader harness and drive the HR Advisory team to consistently deliver super service to clients, demonstrated by exceeding KPI's; delivery of expert and commercial employment law advice; and client sentiment. This role will play a key part in a dynamic and agile leadership team to drive the wider HR Advisory team to exceed business objectives and goals. The Glasgow HR Advisory Operation will run like the Head of's own business, owning every aspect of people, performance and process.

The Head of HR Advisory Services will also be responsible for:

- * To deliver to quality and performance KPI's and be agile in delivery to client needs.
- * To effectively carry out one to ones to maintain an awareness of all staffing matters and

performance issues across the division.

- * To build and maintain an effective, cohesive, and motivated service function, providing leadership and support to team leaders, colleagues and peers.
- * To ensure all day-to-day management of advisors is completed within the service function and spans of control and to provide effective support and coaching to the team/team leaders in this area.
- * To attend daily morning meetings with the senior leadership team in order to discuss business performance and improvement strategies for the coming days and weeks.
- * To conduct, where necessary any formal meeting such as disciplinary and grievance and be the point of appeal as necessary to provide the relevant outcomes in line with the Employee Handbook.
- * To be a point of escalation on all employment related matters, such as service issues and internal disputes and to act as a point of contact and support for team leaders.
- * To undertake training with new and existing members of the team as identified and in line with the L&D framework.
- * To ensure attendance at relevant leadership meetings ensuring input into the departmental strategy and taking the HR Advisory team forwards.
- * To monitor and review Consultants overall performance activity on a daily basis and provide a detailed weekly report to the Operations Manager.
- * To liaise with other Team Managers/Leaders to ensure all Consultants are supported and departmental service levels are achieved during all business hours.
- * To assist and support the Operations Manager investigations into clients or personnel issues.
- * To assist and lead in any recruitment drives and interviews for the department ensuring that staffing levels are maintained, and attrition is maintained at an optimum level.
- * To own the Scottish client base and consider how we attract more clients and how we retain our current Scotland client base.
- * To work with marketing to promote the Scottish client base in all comms and social media.
- * To create excellent service delivery from your team so that the client base has a highly positive sentiment.

To be considered for this opportunity it is essential that you have the following:

- * Commercial acumen, treating the Glasgow operation like your own business so they are constantly evolving and taking it forward.

- * A “can-do” attitude with the ability to drive, motivate and support your team to achieve their best performance overall and for each individual.
- * Ability to work in a fast paced, adaptable environment.
- * A dynamic and flexible approach, as well as the ability to work under pressure.
- * Excellent people management skills.
- * Excellent interpersonal skills.
- * Strong organisation and time management skills.
- * Excellent technical knowledge and customer service skills.
- * Be able to provide constructive feedback where required.
- * Excellent service issue resolution skills.
- * Able to deal with complaints through to resolution and in a timely manner.
- * Be able to work under pressure with a solutions-based approach.
- * Be able to demonstrate a contribution to business growth and service improvements.

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