



HR Services Lead

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

To **create and deliver the People Plan/s** for my assigned portfolio, while **overseeing the full provision of their HR services**, to ensure that they receive true end-to-end partnering support. These services span colleague experience support, recruitment, employee relations and strategic HR business partnering. I act as the bridge between strategic HR direction and day-to-day operational delivery, **working closely with senior leaders** in HR Services, and other relevant stakeholders, to **translate priorities into practical solutions**.

I **monitor HR service performance and risk management** against defined SLAs for my business area/s, **identifying opportunities for improvement** and supporting the Head of HR Operations to embed automation and AI tools that enhance efficiency. I **provide leadership** to the HR Managers, Business Partners, and HR Operations colleagues in my area - ensuring clarity of roles, a balanced focus between strategic goals and operational employee relations, effective cross-functional collaboration, and a **culture of continuous improvement**. I **communicate with impact**, using clear, tailored messaging and presentations to engage varied audiences. I also **draw on HR analytics** to interpret people data, turning insight into meaningful narratives that inform decisions and drive action across my business areas.

I maintain an **up-to-date understanding of legislative changes, organisational priorities, and emerging technologies** to ensure services remain compliant, future-ready and aligned to Bromford Flagship LiveWest's strategy. In shaping the future of work for my portfolio, I partner with Culture and Organisational Design colleagues to **create and apply frameworks that inform future structures, succession, and skills requirements** - while identifying how innovative technology can transform the services and processes our colleagues rely on to deliver outstanding customer experiences.

My skills and experience include:

I bring proven leadership in multi-disciplinary HR services, with a strong foundation in employment legislation, HR processes and strategy, compliance, and the systems that underpin them.

My experience includes driving people strategy, managing service performance across complex portfolios, and embedding improvements that enhance the colleague experience.

I have strong communication and presentation skills, with a proven record of engaging and influencing diverse stakeholders and fostering collaboration to achieve shared outcomes.

I also have proven experience in people management, applying coaching skills to support, motivate and inspire a team of HR professionals at varying levels of seniority. I am qualified to ideally degree level, with at least CIPD Level 5 accreditation and the willingness to work towards Level 7. I have a full UK driving license.

The skills I will develop include:

An expertise in AI-enabled service delivery and predictive analytics, recognising their potential to transform HR operations and enhance decision-making.

Advanced skills in leading large-scale operational and organisational transformation, ensuring change is delivered effectively and sustainably.

Greater inspirational leadership skills and strategic capability in workforce planning and service innovation, enabling the creation of future-ready services that anticipate and meet evolving organisational needs.