

HR Operations Manager – Job Description

Role Purpose:

To oversee and manage the continuous improvement of the operational aspects of the HR team to ensure that HR processes and procedures are efficient, compliant with laws and regulations, and aligned with CPIs strategic goals. To lead and develop the HR Operations team to be high performing. This role will lead the management, analysis and communication of key people data and information through ownership and maintenance of our HR systems, tool and operational processes.

Key Responsibilities:

- To manage with PRIDE; leading by example and role modelling the desired behaviours to exemplify our Company values and line manager principles, promoting an ethical, positive company culture. To empower our people to challenge the status quo to deliver incredible work.
- To maintain consistent and documented compliance with all relevant Safety, Health and Environmental (SHE), Good Manufacturing Practice (GMP), Data Integrity (DI), quality and best practice requirements.
- To design, implement, and optimise HR processes that support the entire employee lifecycle, including activities such as recruitment and onboarding, employee performance management, compensation and benefits administration, and offboarding.
- To manage HR data, ensuring data integrity, and generating reports and analytics for HR metrics and key performance indicators.
- To analyse HR data to determine return on investment of improvements, identify trends, patterns, and areas for improvement in HR processes and practices.
- To ensure accurate and confidential maintenance of employee records, including personal information, employment contracts, and other related documents
- They conduct regular audits and quality checks to ensure compliance with HR processes and external regulations. This may include auditing employee files and managing HR-related audits from external entities.
- To identify opportunities for process improvement, automation, and standardisation to enhance operational efficiency and employee experience.
- To manage and develop a motivated, high performing and fully flexible HR Operations team to deliver high quality HR support to CPI that gives a world class employee experience.
- To effectively manage the Operations team's goals and performance, sharing and translating the People Plan, through utilisation of appropriate management styles, providing feedback and motivation to team members and enabling individuals to meet their potential. This includes providing strong managerial support, performance management, and recruitment, development and allocation of resource to ensure project delivery and longer-term planning of deliverables.
- To undertake all management activities to ensure the smooth running of the Operations team.

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This will include:

- Short to medium term forecasting and planning of activities and objectives
- Setting individual objectives to meet People Plan and Company OKRs as appropriate
- Identifying and conducting performance management activities to ensure behaviours and performance of team meet required expectations, providing training and/or relevant support where needed
- Act as a point of contact for team members' queries and escalations with regards to more complex matters
- Conduct regular meetings, one to one sessions and performance development conversations with team members to ensure high levels of communication, feedback and performance across team
- To contribute to HR excellence within CPI through implementing, maintaining and reviewing quality standards (including service level agreements) within the HR operations team.
- To contribute to the design and implementation of CPI's recruitment strategy to attract and source the required talent.
- To contribute to delivery of the HR people plan through project management of your own key projects within the wider strategy.
- To work with the HR team to ensure the delivery of key project milestones such as time, budget and resource.
- To work collaboratively with other parts of the CPI to identify pan-CPI dependencies and report back to key stakeholders.
- To work collaboratively with CPI's Internal Comms and Employer Brand Manager to ensure that HR internal communications within the organisation are in line with CPI's values and tone of voice, are effective at fostering a positive work environment and culture and enhancing employee engagement, and ensuring that information is disseminated smoothly throughout the company.
- To manage the HR function's intranet pages, ensuring information is relevant, accurate, up to date and engaging that align with CPI's tone of voice, company values etc.
- To actively contribute to a culture of continuous capability development through coaching, mentoring and/or developing colleagues across the business unit and organisation, providing insights into areas of specialism.
- To manage and maintain relationships with external HR service providers and vendors to ensure CPI's existing HR benefits, insurances and services are delivered in compliance with all procurement requirements.
- To keep self and team up to date with best practice and emerging trends in areas relating to HR, and/or legislative and SHE related changes, ensuring implementation and application of new best practice and/or people policies are up to date and best fit for CPI.

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Good Manufacturing Practice - GMP

CPI have a responsibility to manufacture medicinal products of the requisite quality, fit for their intended use and be in accordance with the relevant Manufacturing and Marketing Authorisations, Clinical Trial Authorisation, Product Specification, Drug Master File or CEP Dossier as appropriate and which do not place patients at risk due to inadequate safety, quality or efficacy. The Pharmaceutical Quality System, which incorporates Good Manufacturing Practice, is designed to deliver this quality objective, the attainment of which requires the participation and commitment of all staff across departments and at all levels within the company.

Good Manufacturing Practice is the part of Quality Management which ensures that products are consistently produced to the correct quality standards. To comply with the principles of GMP, it is required that clearly defined procedures are adhered to when performing operations across CPI.

Data Integrity - DI

Data Integrity is the degree to which data are complete, consistent, accurate, trustworthy, reliable and that these characteristics of the data are maintained throughout the data life cycle. The data should be collected and maintained in a secure manner, so that they are attributable, legible, contemporaneously recorded, original (or a true copy) and accurate. Assuring data integrity requires appropriate quality and risk management systems, including adherence to sound scientific principles and good documentation practices.

CPI, as a GXP organisation, have developed a Pharmaceutical Quality System, which incorporates a DI Governance System – a series of arrangements to ensure that data, irrespective of the format in which they are generated, are recorded, processed, retained and used to ensure the record throughout the data lifecycle.

To comply with the principles of DI, it is required that clearly defined procedures are adhered to when performing operations across the site. All staff are actively encouraged/supported in the reporting of errors, omissions and undesirable results.

Direct reports: Up to 8 direct reports

Person specification

Education / Qualifications:

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Essential:	Desirable:
Educated to Degree level (or equivalent) in Human Resources.	Educated to Masters Degree level (or equivalent) in Human Resources.
Experience of managing and implementing projects.	Project Management qualification

Competencies and behaviours	
<p>Leadership (Guiding)</p> <ul style="list-style-type: none"> Leads people with confidence and is empathetic. Displays flexibility in leadership styles in order to tell/sell/involve and delegate. Empowers others to constantly achieve and strive to exceed personal and company objectives, ensuring that they feel comfortable to push boundaries. Demonstrates an entrepreneurial mindset by talking beyond today, about future possibilities optimistically, showing others how they can benefit and contribute to the business. 	<p>Decision Making (Guiding)</p> <ul style="list-style-type: none"> Leads and facilitates a group to a decision from complex, inconclusive or contradictory data, prioritising the needs of CPI. Evaluates options by considering short term consequences and long-term gains. Uses correct communication method to present a case so that it has greatest persuasive impact. Is regularly sought out by colleagues for advice and solutions.
<p>Communication (Guiding)</p> <ul style="list-style-type: none"> Personally takes the lead in creating an environment that encourages open and honest communication at all levels in the organisation. Motivates and influences others via their communications. Adapts communication style and format recognising individuals' different needs/ motivations. Communicates corporate message with conviction and enthusiasm, with knowledge and understanding of internal communications messages and branding, and thereby promotes commitment and belief in others. 	<p>Developing self and others (Guiding)</p> <ul style="list-style-type: none"> Intervenes to address sources of lagging performance. Provides challenging and stretching tasks and assignments to develop others. Highly effective at supporting high performers and addressing underperformance through effective, constructive and open dialogue. Collects information on performance and evidence of behaviours, and uses it effectively to improve individual and team performance.

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Collaboration (Influencing)	Delivery (Guiding)
<ul style="list-style-type: none"> • Blends people into teams, leveraging the use of talents available from any part of the organisation that result in the most innovative solution. • Fosters a sense of energy, ownership, and personal commitment to collaborative work, ensuring that diverse people are able to collaborate openly and honestly as one team even with differing views and perspectives. • Understands the priorities and deeper needs of different stakeholders groups, being sensitive to different experiences. • Supports and enables people to work together to meet objectives. 	<ul style="list-style-type: none"> • Demonstrates the ability to prepare, gain approval of, refine and update business cases that justify the initiation of a project. • Displays the ability to manage stakeholders, taking account of their levels of influence and particular interests. • Ensures actions and decisions within the team are aligned with CPI's priorities. • Anticipates how team objectives must adapt and stretch to respond to change.

Knowledge and Experience:

Essential:	Desirable:
<p>Will have a practical understanding and experience in key HR process and practice</p> <p>Proven background in managing complex projects with a keen understanding of project management disciplines and best practice.</p> <p>Extensive experience of data management and be adept at interpreting complex concepts and presenting them back to key stakeholders.</p> <p>Experience of implementing major change programmes.</p> <p>Expert in relevant office application, most notably Microsoft Excel, Word and PowerPoint.</p>	

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Signature of Job Holder

By signing this you confirm you have read, understood, and agree to work in alignment with the above job description.

**Printed
name**

Signature

Date