

Job Description | HR Service Manager

Department: Human Resources

Location: Glasgow

The Team

There is no better time to join our Glasgow team. Our business services function is undergoing an exciting transformation, paving the way for an even more promising future. You'll play an essential role in helping to optimise our business operations, as part of a market leading, global law firm that works as one to achieve our ambitions. Thrive in a team where your voice matters, and you're trusted to work your best way. In a fast-paced environment, you'll work alongside collaborative and supportive colleagues. If you're a proactive self-starter ready to contribute to something extraordinary, here you can play a big part in a winning team.

The Role

We are seeking a proactive, commercial, and results-driven manager, with experience in service delivery and service management.

This role will lead the HR team, which comprises of HR Coordinators, Recruitment Coordinator, and an L&D Coordinator. We anticipate that the team will expand in the coming months. The primary objective of this role is to manage the integration of GBS HR services, identify areas for efficiency and process improvement, and ensure the team delivers a best-in-class service.

The successful candidate must be able to operate in a fast-paced and dynamic environment and be a great coach and a strong leader.

This role has a leadership, and operational delivery focus, supporting a business with significant growth priorities, an exciting transformation agenda and the aspiration to create and sustain a high-performance culture within all aspects of its business.

Key Responsibilities

- Accountable for documenting and delivering end-to-end first line/tier 1 employee lifecycle processes.
- Accountable for developing and introducing effective, high quality first line HR services and ensuring a high percent of effective first contact resolution.

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- Develop performance metrics, detailing trends and analysis of issues.
- Continually assess and seek opportunities for continuous improvements.
- Ensure robust, effective controls are embedded in each process and operating as designed. Regularly monitoring and ensuring compliance and data integrity and taking any appropriate remedial action.
- Ensure compliance with relevant legal and regulation requirements for the country the team are supporting including GDPR.
- Perform audits of case management to ensure cases continue to move through the business process to effective resolution.
- Collaborate in the design, development, and maintenance of integrated end to end employee life cycle processes, ensuring design will enable flawless execution.
- Collaborate in the design of technology solutions (including Workday) to ensure appropriate development of technology solutions which support efficient delivery and utilize self-service appropriately.
- Accountable for communicating changes to processes as appropriate.
- Effectively lead and develop the HR team to ensure the team are engaged with clear direction, accountability and highly performing.
- Provide key input to shape and implement our future service delivery model.
- Pilot and phase the transfer of activities to help to keep up the momentum for change, minimize disruption to the business and identify early problems.
- Responsible for developing and maintaining clear, consistent, and easily accessible knowledge resources which are globally aligned, where appropriate.
- Work collaboratively to develop a suitable interim SharePoint solution to reduce the HR access channels.
- Support the development and implementation of ServiceNow, partnering with the Programme manager and other key stakeholders.

Essential Skills & Experience

- Relevant service delivery experience, implementing and leading an HR Shared Services team, working with key stakeholders to understand the needs of the business to ensure the structure is fit for purpose.

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- Demonstrated ability to manage stakeholders at all levels.
- Experience developing and deploying effective end to end processes.
- Demonstrated ability to simultaneously manage deadlines for several varied projects and priorities.
- Demonstrated ability to influence virtually.
- Experienced people manager with the ability to manage a team, maintaining engagement, development, and delivery of all accountabilities.
- A strong leader with experience of building, coaching and leading high-performance teams.
- Exceptional interpersonal, communication and influencing skills, with the ability to build credibility quickly.
- Willing to be hands-on through daily activities and give clear, constructive, and useful feedback.
- Experience in people process improvement and driving cultural change.

The Firm

Clyde & Co is a leading global law firm, helping organisations successfully navigate risk and maximise opportunity in the sectors that underpin global trade and commercial activity and enable global prosperity, namely: insurance, aviation, marine, construction, energy, trade and natural resources. Globally integrated, we offer a comprehensive range of contentious and non-contentious legal services and commercially-minded legal advice to businesses operating across the world. We are committed to operating in a responsible way by progressing towards a diverse and inclusive workforce that reflects the communities and clients it serves and provides an environment in which everyone can realise their potential, using its legal and professional skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment including through a commitment to the SBTi Net-Zero standard and the setting of ambitious emissions reduction targets. The firm has 490 partners, 2400 lawyers, 3200 legal professionals and 5500 people overall in nearly 70 offices and associated offices worldwide.

Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

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- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

Business Services Competencies

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:

- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness
- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.

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