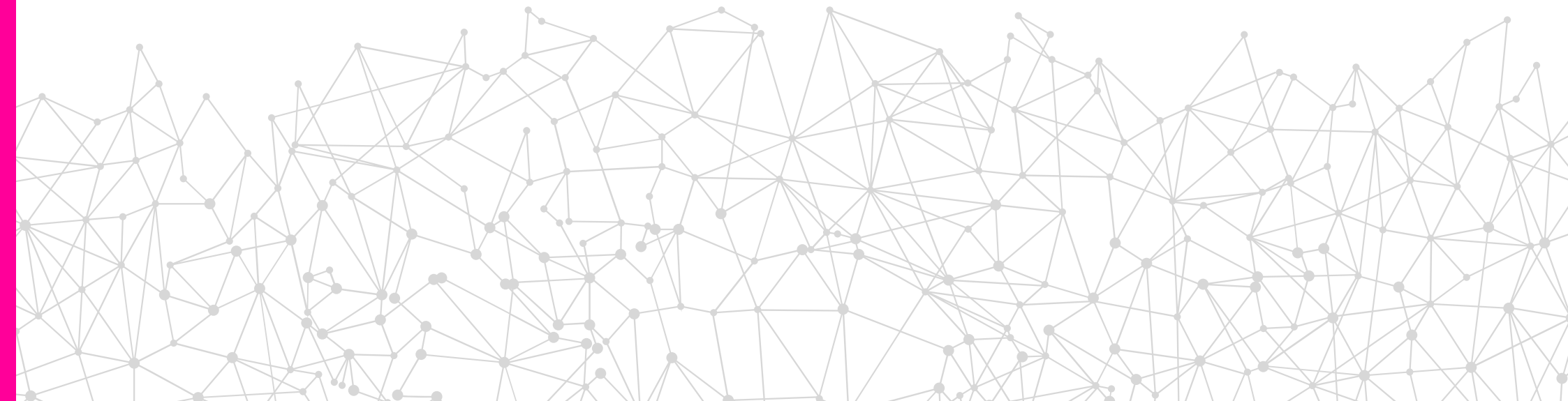


# Head of HR

Location: UK

Role Type: Permanent - Full Time

Job Location: London / Hybrid (minimum of 2 days a week in the office)



## About Sagacity

Data makes the world go round. Every day, we generate it, use it, consume it, and demand it. At Sagacity, we are all about the intelligent use of data. We work with some of the country's leading brands to support them in making wise decisions powered by data. We help them transform their customer data into a structure they can use, enabling them to improve it, make sense of it, and drive value from it.

Founded in 2005, we are a customer-centric business with a World Class +82 Net Promoter Score. We believe data should be at the heart of every company. While we are sector agnostic, primarily our clients are in the water, energy, telecoms, financial services, charity, and retail sectors. We help them improve their customer prospecting and marketing, customer management, billing, collections, and retention over the lifetime of the customer.

We have delivered consistent success and ROI for our clients through new customer acquisition, customer management, onboarding, and ongoing development, to ensure every consumer is treated like an individual.

Data can reveal the full picture and we join the dots.

## Responsibilities

Sagacity is a complex business. We currently service a number of industries with a range of products, services and solutions, supporting our client's stakeholders across all levels of their organisation.

Sagacity has grown organically and through acquisition since 2005. Over this period, we have transitioned from a Consultancy led business to a Data Solutions led business. We have unique data assets and unique solutions tailored for our industries and use cases.

Bringing this all together in a coherent fashion is the challenge we are looking to address to ensure we are leveraging our data assets, people and solutions targeting the right industries / stakeholders at the right price in the right way.

Our Head of HR will be responsible for ensuring that we are attracting, developing and retaining highly talented people to meet our business needs through the development, implementation and ongoing delivery of our People Strategy.

Reporting to the COO / CEO the Head of HR, as part of Sagacity's Senior Leadership Team, will work closely with other senior team members, our investors and the Board to ensure Sagacity is structured, right sized, and skilled to support the delivery of our Business Plan.

### **Key responsibilities will include:**

- **Ownership of Sagacity's HR function:** Managing and working closely with the HR Manager you will be accountable for the ownership and ongoing management of Sagacity's HR function as part of the Senior Leadership Team
- **Ownership of the People Strategy:** Accountable for developing, agreeing and implementing Sagacity's People Strategy ensuring it is embedded across the organisation
- **Ownership of our HR policies and the Employee Handbook:** Accountable for developing, maintaining and managing Sagacity's HR policies and Employee Handbook:
  - Ensuring they are kept up to date and aligned with all applicable regulations including UK Employment Legislation, ISO 27001 Requirements and UK Data Protection Legislation
  - In addition to ensuring that the policies are compliant with regulatory standard and legislation you will also be ensure internal compliance across all business areas
- **Ownership of all recruitment activities:** Accountable for all recruitment activities including:
  - Resource planning and quarterly refresh of the Recruitment Plans in alignment with the annual and quarterly budgeting and forecasting processes
  - Recruitment strategy, benefits planning and package benchmarking
  - Provision of Business Partnering support with recruiting managers
  - Role profiles, advertising, CV and candidate screening, interview co-ordination / administration and offer
  - Managing and delivering on-boarding activities for new employees and associates including contracts, compliance with UK legislation relating to rights to work, employment checks, first day arrangements, equipment and induction activities
- **Ownership of Sagacity's health and wellbeing agenda:** Accountable for ensuring robust processes and plans are in place for the ongoing management and wellbeing of our staff including promotion of the importance of ongoing health and wellbeing management leveraging existing benefits and key resources

- **Ownership of Sagacity's HR Support activities:** Accountable for ensuring appropriate processes and frameworks are in place to support line managers with people related management and queries including:
  - Provision of specialist support for complex and sensitive people issues e.g. health, performance, grievance etc.
  - Evaluation and administration of flexible working requests
  - Maintenance of HR Records and the administration of Sagacity's HR System
  - Liaison with Finance, pensions provider and benefits providers for payroll, pensions and benefits administration
- **Ownership of individual performance and development plans:** Accountable for ensuring compliance and ongoing management of performance management and staff development including:
  - Management and co-ordination of the Annual Review Process and Quarterly Check-Ins (for all employees), in accordance with Sagacity's regular cadence
  - Ensuring individual's development plans are in place and are actively being managed
  - Ensuring career development pathways for key role types are created and actively managed with people being assessed regularly against their expected level of attainment via Performance Calibrations
  - Ensuring specialist courses are sourced to address learning needs including engagement with third party providers and delivery of internal knowledge transfer, product upskilling and 'how to' courses
- **Ownership of Sagacity's culture:** Accountable for ensuring Sagacity's culture is embedded across the organisation including interactions with each other and our clients:
  - Clarity, ownership and positive re-enforcement of our values, through the people we recruit, the way we work, the way we interact with each other and the processes we adopt
  - Accountable for ensuring regular employee engagement followed up by the delivery of realistic improvement plans
  - Ownership of Sagacity's recognition schemes, ad-hoc rewards and service awards

- **Ownership of HR Integrations and Operating Model:** Accountable for ensuring a cohesive Operating Model is in place at all times including:
  - Ensuring Sagacity's Organisation Chart and Operating Model is defined and maintained with clear Roles and Responsibilities for all teams
  - Integration of acquired companies, to support Sagacity's M&A Strategy, including management of consultations for TUPE of staff, redundancy programmes etc. in accordance with UK Employment Legislation and agreed M&A plans
- **Ownership of specialist third party relationships to support HR:** Accountable for the ownership and management of Sagacity's specialist third parties including Avensure (HR Specialist), AFH (Pensions Advisors), Recruitment Agencies, Specialist Benefits Providers e.g. Healthshield, Perkbox
- **Ownership of Sagacity's ESG agenda:** Accountable for the definition, delivery and ongoing management of ESG including:
  - Completion of the annual B Corp Assessment
  - Establishing, regularly evaluating and pro-actively managing Sagacity's environmental policies and footprint
  - Responsible for mobilising and managing Sagacity's social responsibility plans including active participation and management of social responsibilities e.g. fund raising, awareness and charity support
  - Ongoing compliance monitoring of adherence to Sagacity's social responsibility policies and guidelines
- **Continuous Improvement:** Accountable for ensuring Sagacity's HR processes and procedures are defined, implemented and reviewed on an ongoing basis to maximise operational efficiencies across the organisation for all people related matters
- **Corporate Governance and Performance:** As part of the senior leadership team you will be required to input into the leadership of Sagacity, leading the Corporate Governance Agenda for HR. You will also be accountable for ensuring KPI reporting and Board Papers are produced in accordance with the corporate governance timetable

# Requirements

## Competencies:

The ideal candidate will understand the industries, products and environment that Sagacity operates in, will have a proven HR background and be able to demonstrate the value of a strong HR team and robust People Strategy within an organisation. Overall, the person needs to be a good and articulate leader who can balance individual's needs, regulatory constraints and priorities with operational execution.

## Key competencies and requirements include:

- **Experience:** Extensive experience within an HR Strategy and Leadership Role (typically 5+ years) ideally within an organisation of a similar size
- **Expertise:** Detailed understanding of UK Employment Law and current HR Best Practice
- **Leadership Skills:** Excellent leadership and interpersonal skills, with the ability to inspire and motivate, build consensus, and drive alignment towards common goals
- **Strategic Thinking:** Analytical and problem solving skills, with the ability to solve complex people problems and convert these strategies into actionable delivery plans balancing the need of the individual, the business and regulatory controls
- **Communication Skills:** Excellent verbal and written communication skills, with the ability to articulate visions, plans and ideas clearly and persuasively to diverse audiences, including executive leadership and internal teams
- **Planning and Organisation:** Excellent planning skills with the ability to multi task and manage multiple priorities, teams and projects simultaneously
- **Trustworthy and Adaptability:** Ability to thrive in a fast-paced, dynamic environment, and adapt quickly to changing priorities, market conditions, and organisational needs

## People at Sagacity

Success in any business is ultimately about its people; their skills, personality, attitude, qualities, dedication and enthusiasm. We recognise the value of our people and their commitment to working together as a team, but equally between ourselves and our clients.

Our consultants are often personally recommended and undergo rigorous screening to ensure they share the qualities that are integral to our business. They naturally have an outstanding level of skill in their areas of expertise, many with significant operational experience within our key industry sectors.

At Sagacity, we:

- believe working with our clients, in collaboration, delivers better results
- coach & mentor our clients' teams so our solutions live on after our assignment ends
- believe in delivering benefits as we go along

If you would like to join a unique working environment, with a sociable culture, where work is done a little bit differently – and we believe 'better' - then we look forward to hearing from you!