ROLE PROFILE

Job Title: HR Programme Management Officer   Location: London

Reports to: Head of Employee Experience   Division/Dept: Group HR > Employee Experience

Summary of the Role's Main Purpose

This is a newly created role with the opportunity to make a significant impact. As a key part of our HR team, the successful candidate will partner with internal and external stakeholders, influencing People activities and decisions across the business. You will collaborate with colleagues across HR and the wider business to ensure the quality and compliance of HR policies and processes, driving continuous changes in the short-term and identifying opportunities for transformative changes over the medium-term.

As the HR Programme Management Officer, you will lead the programme management office for the HR team, ensuring a cohesive and strategic approach to all People activities. This role involves overseeing the HR budget, managing individual projects, and driving operational excellence to enhance the colleague experience at SEGRO and ensure appropriate risk management.

Supported by the People Data and Insights Lead, who will report to you, you will also be accountable for advancing our People data and creating insights that enable SEGRO to make the best possible decisions, and for providing business ownership for HR IT systems.

Principle Accountabilities

Programme management
- Lead the programme management office for the HR team:
- Create and maintain a single programme view of all People activities – including high level oversight of progress against plan, risks and issues, and budgets
- Lead the management of the overall HR budget

Project management
- Lead the design and delivery of individual projects – including identifying internal and external resource requirements, engaging stakeholders, building the project delivery and communications plans, and leading project teams to deliver these.
- Ensure lessons learnt are identified and acted upon.
- Manage the following projects:
- ➢ Annual Performance management cycle
- ➢ Annual Reward cycle
- ➢ Annual People planning and talent reviews
- ➢ Annual renewal and re-tendering of HR benefits
- ➢ Projects that will enhance the colleague experience at SEGRO, including changes to our People policies, processes, benefits and HR tech infrastructure.

Operational excellence and enhanced colleague experience

- Provide oversight and quality assurance for existing HR policies and processes. Identify opportunities for continuous improvement and for bolder transformation. Partners across HR and key stakeholder to prioritise these, leading or supporting action as required to enable delivery.
- Create a common framework and set of principles that sets the context for all People processes and policies across SEGRO.
- Ensure roles and responsibilities for HR processes are clear – across HR and the broader business – and act as a point of escalation for any process-related questions from the HR Business Partnering teams.
- Build a prioritised road map for continuous improvements to HR process changes, and lead delivery of this - engaging HR Co-ordinators, HRBPs, and business teams as required to support implementation.
- Lead regular HR operational meetings – bringing together colleagues from across HR to ensure alignment and co-ordination of activities, and ensuring roles and responsibilities are clear.

Systems leadership and management
- Deliver all business-as-usual activities.
- Identify improvements and enhancements on a 'continuous enhancement' basis.
- Build-out an HR Tech change roadmap – identifying opportunities for transformative change and relative prioritisation of these, partnering with T&T to deliver through to implementation.

People data and insight
- Ensure quality of HR data, reporting and insight.

Risk management and compliance
- Lead and manage HR audit and risk management activities.
- Ensure compliance of all HR activities with GDPR – identifying any areas of concerns and supporting changes as needed.
- Partner with HR Business Partnering teams to proactively identify future legislative changes and ensure our People policies and processes are compliant.

Core Areas of Knowledge, Skills & Experience

- Understanding of what HR at its best looks like: knowledge of the employee life cycle and operational HR, and deep experience of leading annual People activities including Performance and Reward. Previous experience in an HR Business Partner role would be advantageous.
- Experienced project manager with deep knowledge of project management techniques and tools and an understanding of how to engage stakeholders across different teams to drive change. A Project Management qualification (either CAPM, Prince2 or PMP) preferred.
- Track record of making a positive difference: evidence of having developed and delivered successful process / systems / policy improvements which have supported efficiency, effectiveness and enhance employee experience. This could have been within either an HR Operational or an HR Business Partnering context.
- Evidence of data analysis, reporting and insight skills to create data dashboards, presentations and insights
- IT skills, including advanced Powerpoint, Excel and Power BI knowledge. Experience of HRIS systems also a plus but is not essential.

- Strong written and verbal communication skills – able to create written documents that 'tell a story' for Executive and Board-level audiences.
- Experience of working in and across an international, corporate organisation. Experience of the Real Estate sector is advantageous but not a pre-requisite.
- Experience in the property, real estate, or related industry is a bonus but not required.

Special Job Requirements

Infrequent travel to our regional and European offices.

Date of completion: March 2025

At SEGRO we want all of our people to be able to reach their full potential and thrive and we are committed to creating an inclusive environment for all employees, where everyone can be themselves, have access to fulfilling careers and opportunities, and feel supported.