

Role Purpose: A standalone role, working remotely to support our business to deliver its strategic priorities through HR knowledge and expertise. Providing pivotal end-to-end support for all areas of the business. Delivering a credible and professional service, acting as an employer brand ambassador you'll work to ensure all colleagues benefit from a positive experience making Toolstation a 'great place to work'. Using your strong understanding of key business levers, you'll deliver effective and proactive business partnering, training and support. Working as part of a Retail Regional HR team.

Function / Business Unit: HO / Human Resources

Location: Field Based Role working remotely within the South East Division (within the M25)

Reporting Line: TBC

Budget Responsibility: N/A

Team Management: N/A

Key Accountabilities / Responsibilities:

- Develop and deliver the People plan and agenda across your dedicated division/region
- Day to day business partner with the Divisional Director and the Regional Managers across your Division/Region
- Offer credible and consistent HR support to your stakeholders
- Lead on Business HR projects as well as divisional HR projects
- Play an active role in ensuring KPIs are met around recruitment and retention
- Analyse management information to help shape business priorities and highlight trends
- Attend and support Divisional Meetings to drive and share people agendas and build leadership capability.
- **Recruitment:**
- Support our new store rollout programme by facilitating New Store Group Assessments
- Support the coaching and development of line managers to recruit and select the best calibre people
- Support recruitment initiatives, supporting Managers and the Retail Recruitment Partner in recruiting the best talent to our business
- Leverage own network and area job market knowledge and insight to drive the Toolstation employer brand and support Recruitment team in pipelining candidates for critical roles
- Work in partnership with the Retail Recruitment Partner to support stores with critical vacancies through interview support and increased role awareness
- **Training:**
- Support our new store rollout programme by facilitating New Store Group Assessments
- Support the coaching and development of line managers to recruit and select the best calibre people
- Support and co-facilitate the Retail Development Programme working closely with the business L&D Manager/function
- **Employee Relations:**
- Work in partnership with the shared service ER

- team to ensure managers are fully utilising the service
- Seek opportunities to continually develop and coach managers to be great people managers
- Develop and coach managers with performance management, ensuring Line Managers are equipped with the tools to drive this
- Support Regional Managers with regional people KPI's and provide solutions and support to drive best practise, i.e. Monitor Regional Bradford Factor Scores to drive absence reduction and support Absence Management decisions, Monitor engagement survey action plans to increase engagement
- In partnership with the Shared Service ER team and line managers, provide necessary support for complex ER case management situations, i.e. long term sickness and capability working

Required Skills & Experience:

- Demonstrable HR generalist experience preferably working in a multi-site environment
- Proven track record of success and winning stakeholder trust and credibility
- Relevant working knowledge of HR best practice, employment law and policies
- Customer minded with a focus on delivery and quality of service
- Well-developed Training and Presentation Skills
- Confidence to challenge and influence key stakeholders
- A team player with strong organisational acumen
- Excellent planning and organisation skills with proven ability of own time management and task prioritisation

Your strengths:

- **Creativity and Innovation** - Comes up with a lot of new ideas. Finds creative ways to solve problems. Questions the conventional. Searches for new and more effective methods, making connections between previously unrelated ideas
- **Influencing/Negotiating** - Asks appropriate questions to discover the needs of others. Is able

to turn objections into positive outcomes

- **Problem solving** - Anticipates problems and their impact. Then weighs up alternatives and arrives at reasonable decisions.
 - **Conceptual thinking** - Has an open-ness to new ways of seeing situations and a willingness to explore new ways of working and isn't scared of challenging the status quo.
 - **Relationship building** - Listens actively to the content of what people are saying and responds appropriately. Is aware of own natural style, values individuality and works out how best to apply it. Develops a network of contacts and builds trust.
 - **Interpersonal Skills** - Able to get along with others while remaining productive to reach the end goal Builds constructive relationships with people in his or her area Tolerates others' idiosyncrasies Uses diplomacy and tact to diffuse tense situations comfortable
 - **Adaptability** - Changes behavioural style or method of approach when necessary to achieve a goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
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