

JOB DESCRIPTION

# Head of People

**LOCATION:**

Milton Keynes Head Office - Mix of home and office-based working

**REPORTING TO:**

Managing Director

**HOURS:**

Part-time

**SALARY:**

Dependent on experience



**WHO ARE PRAGMATIQ?**

At Pragmatiq, we work with ambitious organisations to help them do better and be better. As an award-winning Microsoft Solutions Partner, we support businesses and non-profits to achieve their goals through digital transformation – using Microsoft Dynamics 365, the Power Platform, and Microsoft Copilot Studio.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve our mission:

*We support our customers to build better and smarter organisations, leveraging the power of technology to unlock opportunities. We do this through a Microsoft focussed strategy, consistently pushing the boundaries of the platform, combined with Pragmatiq's approach to Excellence in everything we do.*

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



**ACCOUNTABILITY**

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



**COLLABORATION**

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



**EXCELLENCE**

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.



## THE ROLE:

As the Head of People, you will play a crucial role in leading the development and implementation of Pragmatiq's people strategy. Your focus will be on fostering a positive work environment and promoting the company culture, and you will be instrumental in attracting, developing, and retaining top talent. With a current headcount of 28 and plans to expand to over 80 employees within 5 years, you will support the growth of the business and act as a champion for the culture.

The People function at Pragmatiq is still in its early stages, but there are already established policies, procedures, and a strong foundation in place. Your role will be to build upon these and drive significant improvements as the company enters its next phase of growth. The People aspect of the business is considered a key factor in the company's future success.

Although this is initially a standalone role, you will need to possess both strategic and operational capabilities, as well as be comfortable handling day-to-day HR responsibilities. Ultimately, your goal will be to help our company succeed by supporting and developing its people.

## KEY RESPONSIBILITIES:

- Define and own the Company's HR strategy to support growth, including career progression and succession planning
- Assist the leadership team in achieving organisational objectives through a people/HR perspective
- Develop management and leadership skills across the organisation
- Champion a culture of continuous learning and improvement including training and development opportunities
- Provide leadership on People/HR-related issues and policies across the company
- Act as the HR lead within the business, including managing complex issues such as disciplinary processes and formal grievances
- Ensure compliance with UK employment law & best practices
- Oversee our HR system and automate processes to improve efficiency
- Monitor various aspects of the employee lifecycle including attendance and sickness leave
- Deliver exit interviews for all exiting employees, capturing feedback and actioning as required
- Design and deploy recruitment strategies to attract exceptional talent
- Talent Acquisition - Lead hands-on recruitment as required and develop onboarding/offboarding processes to optimise employee experience
- Support with wider recruitment processes including producing and maintaining Job descriptions across different roles
- Ensure the company's values are promoted to strengthen organisational culture
- Design and implement targeted interventions to increase levels of engagement and staff satisfaction
- Control the performance review programme to deliver high performance and continuous employee development
- Regularly review employee programmes, staff benefits and packages to ensure competitiveness in the market
- Own the company's employee survey process, including sending surveys and interpreting results before sharing actionable insights with the SLT
- Promote eNPS score throughout the organisation
- Support mental health & wellbeing initiatives

## SKILLS AND EXPERIENCE

- Proven experience as people/HR Manager or other HR Executive
- Hold a relevant degree/CIPD qualification or equivalent practical experience leading a HR function
- Be people-orientated and possess the ability to build and effectively manage interpersonal relationships at all levels of the company
- Proven experience in managing and leading all aspects of employee relations e.g. disciplinarys and performance management
- Knowledge of HR systems, UK Labour law and best practices
- Hands-on recruitment/talent experience is desirable but not required
- Experience of scaling up business in the technology industry is desirable
- Knowledge of effective learning and development methods
- Collaborate well in a team environment

## EQUALITY, DIVERSITY AND INCLUSIVITY:

At Pragmatiq, we aspire to have a workforce that is diverse and representative of all sections of society. We value different thoughts and perspectives, and believe that a diverse workforce enables growth and creates a sustainably inclusive workplace for all employees. If you would like to discuss any specifics of the role and how you might be suitably qualified, or to discuss flexibility or accessibility requirements, please contact [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk).

## WHAT WE CAN OFFER:

You will be part of a fast-paced Microsoft Solutions Partner at an exciting period in our growth. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology.

We provide our employees with an extensive benefits package, that includes:

- Private medical insurance
- Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- Access to a mental health support service
- A rewards account providing a range of discounts across a variety of excellent brands
- One paid-for volunteering day a year for a charity of your choice
- Enhanced Maternity, Paternity and Adoption Pay
- Up to £1,000 worth of training and certifications paid per year
- Dedicated weekly education hours
- Hybrid working environment
- Quarterly team social events
- 25 days of holiday, plus Bank Holidays
- Option to buy an extra 5 days leave, or claim 5 days back at the end of the year
- Birthday off work
- £200 to spend on home office equipment
- Competitive salaries
- Walking meetings
- Pension plan
- Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK, The Hub and MK train station

## HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk).