PRAGMATIQ

JOB DESCRIPTION

Head of People

LOCATION:

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

HOURS:

Part-time (22 hours over 4 days)

SALARY:

Dependent on experience

REPORTING TO:

Managing Director

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, Business Central, the Power Platform, and AI Transformation.

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.

Role: HEAD OF PEOPLE

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 39 and plans to expand over the coming 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.

This is initially a standalone role, working closely with a Talent Acquisition Partner, as well as the Operations Team. You will need to possess strategic 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
- Oversee recruitment strategies to attract exceptional talent
- Produce and maintain Job Descriptions across different roles
- Develop onboarding/offboarding processes to optimise employee experience
- 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 scores throughout the organisation
- Support mental health & wellbeing initiatives

KEY SKILLS & 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-oriented 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. disciplinaries 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 working in either a standalone or small People function is desirable
- As well as being a strategic thinker also have the ability to be hands-on
- Experience of scaling up a business within the technology or professional services 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.

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. 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
- Hybrid working environment
- Quarterly team social events
- 25 days + Bank Holidays, with options to buy/sell days
- 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 and MK train station
- Option to buy an extra 5 days leave, or claim 5 days back at the end of the year