

Job Description

Job title:	Senior People Business Partner
Reports to:	Head of People Services and Operations
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Senior People Business Partner, your role is instrumental in shaping the future of our organisation by leading strategic people initiatives that align with the overall business objectives. You will champion innovative HR strategies to foster a culture of growth, inclusivity, and engagement within the organisation. By working closely with leaders across the organisation, you will ensure our people strategy supports our mission of building better futures for both our colleagues and residents. This role offers an exciting opportunity to lead transformational projects, guide and develop your team, and contribute to creating a dynamic, high-performance workplace where everyone thrives.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Senior People Business Partner, you will embody these values by fostering a culture that encourages smart, data-driven decisions in managing people and resources effectively. You will lead with care, ensuring that the wellbeing and development of your colleagues are prioritised, and promote inclusivity by creating environments where every colleague feels valued and supported. Through a results-driven approach, you will deliver high-impact initiatives that contribute to organisational success while aligning with the broader mission of providing exceptional service to our residents and communities.



Key Responsibilities and Duties

- Deliver a full Business Partnering Service, partnering with senior leadership to develop implement and evaluate strategic people plans that align with the organisation's goals, driving initiatives related to talent management, workforce planning, and succession planning. Taking full accountability for the people agenda within your area of the organisation.
- Act as a trusted advisor to key stakeholders, providing expert guidance and challenge to shape decision-making on complex employee relations issues, organisational change, and people development strategies.
- Ensure the People team is seen as a proactive, value adding partner by delivering efficient, innovative, and customer-focused services. Continually reviewing and evaluating our approach, culture, performance and engagement to drive continuous improvement and develop business solutions
- Representing the Director of People and proactively leading on all people-related matters, driving the development and implementation of strategic initiatives that support organisational goals and priorities, ensuring the effective delivery of people solutions.
- Lead and develop a team of Assistant People Business Partners, providing guidance, coaching, and mentorship to ensure effective HR service delivery across the organisation.
- Support our talent acquisition processes, ensuring that Accent attracts, selects, and retains a diverse range of high-quality candidates.
- Supporting the development of a strong high-performance culture. Working with the OD team to implement initiatives to build an engaged, inclusive, and high-performing culture, driving colleague engagement and promoting a sense of belonging across the organisation
- Lead on key HR projects, such as diversity and inclusion programmes, leadership development, and employee engagement, ensuring these projects are delivered to a high standard and within set timeframes.
- Proactively use data analytics and insights to inform decision-making, identifying trends and recommending proactive solutions to improve organisational performance and colleague engagement.
- Ensure compliance with employment legislation and best practices, advising on and implementing changes where necessary to maintain a fair and compliant working environment.
- Manage the performance management process across the organisation, ensuring consistent application and alignment with organisational objectives and values.
- Champion wellbeing initiatives, creating a positive, supportive work environment that promotes mental and physical health for all colleagues.
- Drive organisational development initiatives, including restructuring, job evaluation, and team effectiveness interventions, ensuring smooth transitions and minimal disruption to operations.
- Collaborate with the wider People Services team to continuously improve People policies, processes, and systems, ensuring they are fit for purpose and support the evolving needs of the business.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- CIPD level 7 qualification or equivalent in Human Resources.
- Proven experience in a senior HR or People Business Partnering role, with a strong track record of leading strategic people initiatives.
- In-depth knowledge of employment law, HR best practices, and organisational development.
- Demonstrated ability to lead and develop high-performing teams in a complex, fast-paced environment.
- Strong stakeholder management skills, with the ability to build effective relationships at all levels of the organisation.
- Excellent analytical skills, with the ability to interpret data and provide strategic insights.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving licence and access to a vehicle is required

The added extras:

- Experience in the housing or social care sectors.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.