



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	HR Administration Team Leader
Internal Reference	
Business Unit / Group Function	HR
BU Team / Sub-Function	HR Operations
Location	Arete
Team Leader Role	Head of HR Operations
Role Level	TBC
Team Members	No
Role Purpose Responsible for leading the delivery of high quality, efficient and compliant HR operational services across the employee life cycle. Overseeing a predominantly UK-based HR Administration team with global in country admin or SME to ensure local compliance and effective global service delivery. The role is accountable for driving operational excellence, strengthening data integrity and controls, and embedding standardised, scalable global HR processes.	
Accountabilities • Lead end to end HR Administration across the employee lifecycle for example (pre-hire, onboarding, contracts, changes, absence, payroll inputs and leavers) ensuring SLA adherence, quality and accuracy. • Oversee the production of employment documentation including contracts, variations, letters and employee communications. Ensuring documentation meets audit standards. • Ensure accurate HR data management and integrity within HR systems, proactively resolving data quality issues and partnering with HR Systems to optimise workflows and with appropriate governance and controls are in place • Own and oversee HR operational reporting (e.g. headcount, absence, lifecycle metrics) to support business insight and decision-making. • Ensure HR Administration is compliant with policy, employment legislation and data protection requirements, including Right to Work checks, statutory leave administration and audit-ready documentation standards. • Act as the primary escalation point for complex, non-ER lifecycle cases, ensuring appropriate resolution and risk management. • Lead, coach and develop the HR Administration team, setting clear KPIs, managing capacity and driving a high-performance, customer-focused culture. • Partner with global SMEs and in-country HR teams to balance global standardisation with local regulatory requirements. • Build strong relationships with HR Business Partners, managers and employees, ensuring a high-quality and responsive HR service experience. • Identify, prioritise and deliver continuous improvements to HR processes, service delivery and employee experience.	
Created by:	Colleen Payne
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HRBP:	



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