



ROLE PROFILE

Role Title	HR Operations Partner
Internal Reference	
Business Unit / Group Function	Central Services
BU Team / Sub-Function	HR
Location	Arete
Team Leader Role	Head of HR Operations
Role Level	3B
Team Members	No
Role Purpose	
<p>Lead HR policy, process and compliance governance across the organisation, ensuring a robust framework for control, consistency, legal compliance and continuous improvement.</p> <p>Own governance of the HR policy library and associated artefacts and oversee the quality and integrity of the HR risk register.</p> <p>Partner across HR to translate legal, policy and process change into practical, well-governed implementation—driving effective change delivery, adoption and continuous improvement through clear governance, structured delivery and high-quality tools and guidance that enable a consistent employee and manager experience.</p>	
Accountabilities	
<ul style="list-style-type: none"> • Own and continuously improve the HR policy and process governance framework including document standards, review cadence, approvals, publication, version control, record keeping and reporting alongside oversight of the HR policy library and tracker / legislative change log to ensure changes, ownership and implementation are visible and controlled. • Coordinate and challenge policy and process activity across COEs and BUHR, ensuring timely updates, consistency, alignment to governance standards and clear, user-friendly outcomes, underpinned by credible stakeholder partnering • Own the integrity and governance of the HR risk register and related data, ensuring risks, controls, actions, ownership and review dates are accurate, maintained and reported, while providing SME guidance on governance, compliance, audit readiness and process assurance (not owning the risks themselves). • Monitor and respond to legislation, case law, internal controls and audit findings, assessing impact, coordinating policy/process updates with SMEs, and supporting audit through control evidence, action tracking and root-cause-driven improvements. 	



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- Lead and enable change delivery for HR policy, process and compliance, translating requirements into practical implementation through structured governance, delivery discipline and the creation of toolkits, guidance, templates and enablement materials.
- Drive continuous improvement and operating discipline, identifying risks and opportunities for simplification and standardisation, contributing to planning and capacity decisions, supporting PIRs, and championing an effective shared services and COE model with strong end-user experience.

Created by:	Colleen Payne
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