

HR Manager - People Services – Job Description

Role Purpose:

The HR Manager – People Services leads the delivery and continuous improvement of core HR services across the employee lifecycle, ensuring a seamless, compliant, and people-centric experience.

This role has responsibility for onboarding, offboarding, recruitment coordination, payroll and benefits administration, policy guidance, HR audit and HR analytics, while also managing a portfolio of strategic HR workstreams aligned to the HR Strategy and People Plan. This role combines operational excellence with strategic oversight, ensuring seamless service delivery, data-driven decision-making, and a world-class employee experience.

The role also manages the People Services team and drives digital transformation, system governance, and project execution.

As a key partner to the Head of HR and wider leadership team, the HR Manager – People Services ensures that operational excellence is matched with a people-first approach, supporting a high-performing, inclusive, and engaged workforce and support the HR Vision of People First – Purpose Lead.

Key Responsibilities:

- To maintain consistent and document compliance with all relevant Safety, Health and Environmental (SHE), Good Manufacturing Practice (GMP), Data Integrity (DI), quality and best practice requirements.
- To manage and develop a motivated, high performing HR operations team to deliver high quality HR support to CPI that gives a world class employee experience.

Employee Lifecycle & HR Operations

- Oversee onboarding, offboarding, and recruitment coordination to ensure smooth transitions and compliance.
- Manage payroll and benefits administration, ensuring accuracy, timeliness, and alignment with policy.
- Respond to policy queries and provide guidance on HR procedures and compliance.
- Maintain consistent and documented compliance with SHE, GMP, DI, and quality standards.

Team Leadership & Development

- Lead and develop a high-performing People Service team, fostering a culture of excellence and accountability.
- Conduct forecasting, objective setting, performance reviews, and coaching to support team growth.
- Act as a point of escalation for complex operational matters and ensure effective

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communication across the team.

HR Systems & Data Governance

- Own and maintain HR systems, tools, and processes to ensure data integrity, accessibility, and user experience.
- Conduct regular audits and data cleansing to uphold high-quality datasets.
- Ensure compliance with data governance policies, GDPR, and industry standards.

HR Analytics & Reporting

- Oversee the creation and Insights generation of HR data to identify trends, risks, and opportunities for improvement.
- Ensure the design and maintenance of dashboards and reports covering key HR metrics (e.g., turnover, engagement, diversity).

Strategic Workstreams & Project Management

- Manage a portfolio of HR projects aligned to the HR Vision and People Plan, ensuring delivery of milestones, budgets, and resources.
- Develop project reporting mechanisms and communicate progress, risks, and dependencies to stakeholders.

Capability Building & Continuous Improvement

- Promote a culture of data literacy, digital fluency, and continuous improvement across the HR function.
- Coach and mentor colleagues across CPI, sharing expertise and supporting capability development.
- Stay current with HR best practices, legislation, and SHE-related changes, ensuring timely implementation.

Good Manufacturing Practice - GMP

CPI have a responsibility to manufacture medicinal products of the requisite quality, fit for their intended use and be in accordance with the relevant Manufacturing and Marketing Authorisations, Clinical Trial Authorisation, Product Specification, Drug Master File or CEP Dossier as appropriate and which do not place patients at risk due to inadequate safety, quality or efficacy. The Pharmaceutical Quality System, which incorporates Good Manufacturing Practice, is designed to deliver this quality objective, the attainment of which requires the participation and commitment of all staff across departments and at all levels within the company.

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Good Manufacturing Practice is the part of Quality Management which ensures that products are consistently produced to the correct quality standards. To comply with the principles of GMP, it is required that clearly defined procedures are adhered to when performing operations across CPI.

Data Integrity - DI

Data Integrity is the degree to which data are complete, consistent, accurate, trustworthy, reliable and that these characteristics of the data are maintained throughout the data life cycle. The data should be collected and maintained in a secure manner, so that they are attributable, legible, contemporaneously recorded, original (or a true copy) and accurate. Assuring data integrity requires appropriate quality and risk management systems, including adherence to sound scientific principles and good documentation practices.

CPI, as a GXP organisation, have developed a Pharmaceutical Quality System, which incorporates a DI Governance System – a series of arrangements to ensure that data, irrespective of the format in which they are generated, are recorded, processed, retained and used to ensure the record throughout the data lifecycle.

To comply with the principles of DI, it is required that clearly defined procedures are adhered to when performing operations across the site. All staff are actively encouraged/supported in the reporting of errors, omissions and undesirable results.

Direct reports: Up to 5 direct reports

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Person specification

Education / Qualifications:

Essential:	Desirable:
Educated to Degree level (or equivalent) in Human Resources.	Educated to Masters Degree level (or equivalent) in Human Resources.
	CIPD Qualified
	Project Management qualification

Competencies and behaviours	
Leadership (Guiding)	Decision Making (Guiding)
- Leads people with confidence and is empathetic. - Displays flexibility in leadership styles in order to tell/sell/involve and delegate. - Empowers others to constantly achieve and strive to exceed personal and company objectives. - Talks beyond today, about future possibilities optimistically, showing others how they can benefit and contribute to the business.	- Leads and facilitates a group to a decision from complex, inconclusive or contradictory data, prioritising the needs of CPI. - Evaluates options by considering short term consequences and long-term gains. - Uses correct communication method to present a case so that it has greatest persuasive impact. - Is regularly sought out by colleagues for advice and solutions.
Communication (Guiding)	Developing self and others (Guiding)
- Personally takes the lead in creating an environment that encourages open and honest communication at all levels in the organisation. - Motivates and influences others via their communications. - Adapts communication style and format recognising individuals' different needs/ motivations. - Communicates corporate message with conviction and enthusiasm and thereby promotes commitment and belief in others.	- Intervenes to address sources of lagging performance. - Provides challenging and stretching tasks and assignments to develop others. - Highly effective at supporting high performers and addressing underperformance through effective, constructive and open dialogue. - Collects information on performance and evidence of behaviours and uses it effectively to improve individual and team performance.

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Collaboration (Influencing)	Delivery (Guiding)
• Blends people into teams, leveraging the use of talents available from any part of the organisation that result in the most innovative solution. • Fosters a sense of energy, ownership, and personal commitment to collaborative work. • Understands priorities and deeper needs of different stakeholders groups. • Supports and enables people to work together to meet objectives.	• Demonstrates the ability to prepare, gain approval of, refine and update business cases that justify the initiation of a project. • Displays the ability to manage stakeholders, taking account of their levels of influence and particular interests. • Ensures actions and decisions within the team are aligned with CPI's priorities. • Anticipates how team objectives must adapt and stretch to respond to change.

Knowledge and Experience:

Essential:	Desirable:
Will have a practical understanding and experience in key HR process and practice Proven background in managing and implementing complex projects with a keen understanding of project management disciplines and best practice. Extensive experience of data management and be adept at interpreting complex concepts and presenting them back to key stakeholders. Expert in relevant office application, most notably Microsoft Excel, Word and PowerPoint.	Deep knowledge and experience of HR best practice relating to HR Policy, Process and Procedures. Understanding of HR Governance and auditing.

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Signature of Job Holder	
Printed name	
Signature	
Date	