

Job Description

Job title	HR Business Partner
Team	HR
Department	HR
Division	HR
Band	H / P3
Reporting to	Senior HR Business Partner
Management responsibility	No

Purpose of the job

The HR Business Partner (HRBP) will work closely with business leaders to understand their objectives, challenges, and workforce requirements, ensuring HR strategies and initiatives are fully aligned to organisational goals. This role acts as a trusted advisor, providing expert HR guidance across talent, organisational development, employee engagement, and people management.

The HRBP will coach leaders and managers to enhance their people management capabilities, fostering a culture of accountability, high performance, and continuous development. Experience or working knowledge of FCA regulatory expectations—particularly regarding conduct, culture, governance, and people-related compliance—is highly desirable to ensure alignment between HR practices and our regulated environment.

Main duties

Talent Management

- Work with leaders to embed talent strategies, succession planning, and workforce planning to ensure the right capability is in place for current and future business needs.
- Identify high-potential colleagues and collaborate on development plans to support career progression and organisational capability building.

Employee Relations

- Act as a first point of contact for employees and managers, managing workplace issues, conflicts, and grievances sensitively and in line with policy.
- Ensure fair and consistent application of company policies while upholding organisational values.
- Take end-to-end ownership of non-complex ER cases, escalating appropriately when necessary.

Performance Management

- Support the business in embedding effective performance management practices, including goal setting, development conversations, and evaluations.
- Coach managers in conducting performance discussions and implementing performance improvement plans.
- Support delivery of the annual performance cycle.

Employee Engagement

- Drive initiatives that enhance employee engagement, morale, and employee experience.
- Partner with leaders to foster an inclusive, collaborative culture that supports diversity, equity, and belonging.
- Support the annual engagement survey and action planning.

Reward

- Work closely with the Reward team to embed reward frameworks within the business.
- Facilitate effective communication of reward decisions, ensuring managers understand and can clearly articulate rationale to their teams.
- Support the Reward team with the annual pay and bonus review processes.

Change Management

- Act as a change agent during organisational changes such as restructuring, role redesign, and process improvements.
- Help leaders anticipate and manage resistance, ensuring change is communicated clearly and transitions are well supported.

DEI

- Seek guidance from DEI SMEs to address specific DEI challenges or opportunities within business areas.
- Collaborate and consult with leaders to support and advance organisational DEI goals.
- Drive cultural change and support delivery of DEI initiatives.

Resourcing

- Work closely with leaders to understand current and future talent needs based on business objectives.
- Own the end-to-end recruitment process for assigned business areas, including:
 - drafting and posting job adverts,
 - coordinating and scheduling interviews,
 - supporting hiring managers with interview preparation,
 - facilitating candidate feedback,
 - ensuring timely updates to candidates and stakeholders, and
 - monitoring progress through the recruitment cycle.
- Collaborate with hiring managers and the Resourcing team to design robust selection criteria and assessment methods, including CV review, interviews, testing, and assessment centres.
- Ensure recruitment activity supports DEI objectives and aligns with relevant FCA expectations where applicable.

Ad-hoc Responsibilities

- Contribute to the implementation and delivery of HR and business-wide projects.
- Provide UAT for new systems and HR processes.
- Support organisation-wide HR communications in partnership with the Communications team.
- Role-model BBB values.
- Proactively identify risks that may impact HR or the wider business.
- Prepare presentations and reports for key stakeholders.

Knowledge and experience
Essential

- Excellent operational HR knowledge across key processes and cycles.
- Experience managing employee relations matters (disciplinary, grievance, capability).
- Proven ability to demonstrate commercial awareness.
- Ability to influence and challenge stakeholders at all levels.
- HR change management and organisational development experience.
- Good generalist HR knowledge and HR systems capability.
- Experience coaching managers through people issues and organisational change.
- Ability to analyse and interpret HR data to provide insights and recommendations.
- Excellent communication, interpersonal, and customer service skills.
- Good problem-solving capability and sound judgement.
- Experience delivering HR and cross-functional projects.
- Adaptive and flexible working style.

Desirable

- Experience or knowledge of working within an FCA-regulated environment (e.g., SMCR, conduct rules, culture expectations).

Internal and external stakeholders

- BBB Business leaders
- External Legal advisors
- British Business Bank HR department
- External HR vendors and service providers

Budgets / Delegated Financial Authority / fund size / scope of investments

N/A

Key competencies/behaviours

- Building relationships
- Analytical mind set and ability to manage, track and present data
- Attention to detail
- Excellent verbal and written communication skills
- Proactive and problem solving
- Ability to work both collaboratively and autonomously
- Ability to work under pressure to meet challenging deadlines
- Excellent planning and organisational skills
- Good interpersonal skills and ability to liaise with and influence Stakeholders
- Good IT skills (Microsoft Office Suite)
- Ability to prioritise tasks and escalate where required
- Ability to demonstrate strong initiative and judgement skills
- Role model company values and behaviours

Qualifications

- Educated to degree level or equivalent / Relevant CIPD qualification

Is this a regulated role?

No