

Job Description

Job Title:	Reward and Retention Manager
Reporting to:	Head of People and Organisational Development
Department:	People and Organisational Development
Direct Reports:	None
Budget:	None
JD date reviewed:	January 2025
Job Level:	16
Job Family:	How we operate

Job Purpose

Responsible for managing HR initiatives and employee benefits programmes, ensuring they align with organisational goals while optimising efficiency and compliance. Collaborate across departments to deliver effective benefits solutions, enhance employee engagement, and ensure adherence to legal requirements.

Key Strategic Responsibilities

- Lead and execute HR-related benefit and engagement projects that align with the organisation's strategic objectives.
- Research, design, review and implement competitive employee benefits that support talent attraction, retention, and employee well-being while balancing cost efficiency.
- Ensure that all HR and benefits programmes adhere to legal, regulatory, and company policies, minimising risk and maintaining compliance with employment laws.
- Utilise HR analytics and metrics to drive continuous improvement in employee benefits offerings and project outcomes, providing leadership with data-based insights.
- Strategically enhance employee engagement and satisfaction through innovative benefits solutions and by improving communication and education around available programmes.

Key Functional Responsibilities

- Develop and deliver communication strategies to inform employees about benefit changes, new offerings, and project updates, ensuring transparency and understanding.
- Continuously evaluate HR processes and benefits administration systems, recommending and implementing improvements for efficiency and accuracy.
- Develop, implement, and administer compensation programmes, including salary structures, merit increases, incentive plans, and bonuses.
- Conduct regular compensation benchmarking and analysis to ensure competitive and equitable pay practices.
- Evaluate and update job descriptions, job classifications, and pay grades as needed,

leading the job evaluation process.

- Provide guidance and support to employees regarding their benefits options, helping them understand and maximise the value of their packages.
- Support employee engagement initiatives by organising events, recognition programmes, and team-building activities.
- Collaborate with HR leadership to foster a positive work culture and promote diversity, equity, and inclusion.
- Conduct employee surveys and feedback sessions to gather insights on workplace satisfaction and improvement areas.
- Assist in administering the annual performance review process (appraisals), including tracking review deadlines, facilitating communication between employees and managers, and maintaining performance records.
- Provide support to managers and employees during the goal-setting and evaluation process.
- Coordinate training sessions to improve employee performance and support professional development initiatives including performance related pay activities or initiatives requiring the buy in across the organisation.
- Develop communication strategies to ensure that employees understand the value of their total reward package, working with internal communications and HR to promote reward programmes and policies effectively.
- Collaborate with the wider HR team to develop and update policies related to employee benefits, leave, and compensation structures in line with business needs and legal requirements.
- Assist in promoting the corporate brand internally and externally, including management of Glassdoor and attending recruitment fairs.
- Engage with Residents to assist and develop People and Organisational Development related activities.
- Assist in attracting candidates including sourcing and leading on initiatives.
- Provide strategic input re remuneration to include, but not limited to discretionary bonus schemes.
- Undertake and report on exit and stay interviews across the organisation.
- Lead change management initiatives related to HR projects and benefit changes, insurance, strategic and operational risk registers ensuring smooth transitions and adoption across the organisation.
- Prepare detailed reports on project progress, employee benefits utilisation, and cost analyses for senior management and stakeholders.
- Assist in promoting the corporate brand internally and externally, including management of Glassdoor. Attend recruitment fairs.
- Analyse employee feedback through surveys or focus groups to assess satisfaction with benefits and adjust offerings to better meet employee needs.
- Lead on the training, and offering of the employee forum group and mental health first aiders, facilitating relevant training for members and any new initiatives.
- Communication of benefits across the organisation including maintaining the staff notice boards and lead on events including the welcome event, manager conferences, drop in sessions and development initiatives.

- Lead on total reward (intrinsic and extrinsic), integrating salary, benefits, performance recognition, and development opportunities into a cohesive reward package.
- Support on employee related casework, such as being a support person for individuals during suspension and undertaking complex disciplinary/greivance investigations and facilitate mediation sessions.
- Any other HR generalist duties which may be required within the people team function.

Person Specification

Education & qualifications	<ul style="list-style-type: none"> • CIPD level 5 or equivalent experience.
Experience	<ul style="list-style-type: none"> • Extensive experience managing employee benefits programmes. • Proven experience leading HR projects from initiation to completion.
Knowledge and Skills	<ul style="list-style-type: none"> • Precision in managing project timelines, documentation, employee data, and compliance-related tasks to ensure accuracy and efficiency. • Excellent written and verbal communication skills for explaining complex benefits information, delivering project updates, and engaging employees across levels. • Understanding of job evaluation process preferably Hayes/KornFerry. • Ability to analyse data, identify trends, and use insights to improve benefits offerings and project outcomes, as well as solve complex problems. • Deep understanding of employee benefits programmes and the ability to manage enrollment, compliance, and vendor relations effectively. • Knowledge of UK employment law and regulations related to pay and benefits, including tax legislation, gender pay gap reporting, national minimum wage, and pension regulations. • Strong interpersonal skills to work with senior leaders, HR teams, and external partners, effectively communicating reward strategies and gaining buy-in. • Proficient in Microsoft Office packages. • Proven negotiating and influencing skills. • Familiarity with compensation benchmarking tools and techniques, enabling comparison of the organisation's pay and benefits against industry standards and competitors. • Understanding of total reward concepts, integrating salary, benefits, performance recognition, and development opportunities into a cohesive reward package.