



**Job Title: Workforce Management Business Partner (WFMBP)**

**Reporting: Senior WFMBP**

**Sector: Central Function HR**

#### **Who we are...**

Compass Group Plc is a £20 billion turnover, global organisation and the world's leading provider of food and support services. With operations across seven key business areas (Foodservice; Support Services; Business & Industry; Healthcare & Seniors; Education; Sports & Leisure; and Defence, Offshore & Remote), Compass serves customers in offices and factories; schools and universities; hospitals and senior living communities; major sports and cultural venues; remote mining camps and even offshore platforms.

Compass Group UK&I a subsidiary of Compass Group Plc, is a people business even before it is a food business, with recent investments into state of the art, work force management systems to support our colleagues change the traditional work dynamics and move away from timely spreadsheet rotas and siloed working. OurTime is an inhouse workforce management system, powered by Infor and deployed across the UK&I estate. Covering thousands of sites and managing tens of thousands of employees, OurTime is a pivotal tool in delivering the success of the UK&I business strategy.

#### **What the role is about...**

As a pivotal member of our team, you will play a central role in empowering our colleagues to provide exceptional service to our clients and customers across an extensive network of sites throughout the UK&I. Working under the guidance of the Head of Workforce Management Operations and Compliance Manager and maintaining a collaborative connection with the Sector Business HR teams, you, as the Workforce Management Business Partner (WFMBP), will assume a crucial responsibility in supporting your sector's journey towards adopting, seamlessly mobilising, and effectively visualising the substantial financial benefits derived from the OurTime System.

This role places you at the core of optimising operational efficiency, enhancing employee engagement, and ultimately elevating our service quality. Your efforts will enable us to not only meet but exceed the expectations of our clients and customers, as we continue to evolve and refine our processes and strategies in the dynamic landscape of the UK&I business environment.

Some key\* areas of focus:

- Conduct on-site visits to various business locations.

- Managing all incoming issues via the online portal and all other recognised forms of communication.
- Facilitate the smooth mobilisation process within the sector and provide broader support across the UK.
- Address overpayments resulting from WFM misuse or lack of understanding.
- Provide support for business reviews related to WFM for the Senior Leadership Team.
- Work with cross-functional teams to ensure issues are accurately identified and resolved.
- Identify and escalate any risks and issues where appropriate.
- Cross training/knowledge share across the in-house System Administration function.
- Offer assistance and expertise for the UK&I WFM Clinic.
- Take a lead role in promoting the adoption of the OurTime system.
- Ensure effective controls over lieu payments.
- Perform ad hoc reviews, amendments, and training for timesheets.
- Deliver updates on WFM activity to the respective sector.
- Conduct User Acceptance Testing (UAT) for new upgrades and functionalities in OurTime.
- Analyse and review sector trends and issues.
- Provide training on new functionalities to the sector.
- Support the documentation of productivity time through motion studies.
- Share new tasks and requirements with the productivity team to update labour demand.
- Collaborate with the sales team to align labour in tender pitches with UK labour demand, considering TUPE (Transfer of Undertakings (Protection of Employment) Regulations) requirements.
- Project work including mobilisation on the WFM solution to new contract & sites as well as Compliance & improving Manager and colleague's HR Platform experience.
- Perform necessary WFM audit reviews and support UK profit protection teams as necessary.
- Facilitate the smooth mobilisation of all HR platforms & WFM compliance process within the new acquisitions within Foodbuy includes OurTime, Lone Worker, Hire Hub, PeopleWorks & WorkJam.

\*The above is not a limited list

### **What you receive from us...**

At Compass Group UK&I, we understand the importance of creating an environment that fosters productivity, growth, and well-being. As a valued member of our team, you can expect to enjoy a range of benefits tailored to support your personal and professional journey:

**Dynamic Working Environment:** Embrace the freedom of working in a deskless setting, which encourages true dynamic working. This flexibility empowers you to engage with your role in ways that suit your strengths and preferences, fostering an environment of innovation and creativity.

**Comprehensive Training Programs:** We believe in nurturing continuous learning and development. Gain access to an extensive array of training programs designed to enhance your skills and expertise. Our commitment to your growth includes participation in the prestigious Compass Apprenticeship scheme, which has garnered recognition for its excellence in cultivating talent.

**Exclusive Perks at Work Portal:** As part of the Compass UK&I family, you'll gain entry to our Perks at Work online portal. Unlock a world of opportunities with access to thousands of discounted products and activities.

**Generous Annual Leave:** Recognising the importance of work-life balance, we offer a substantial 27 days of annual leave each year.

**Exceptional Private Health Cover:** Your well-being is our priority. As a member of our team, you'll have the privilege of joining our comprehensive Private Health Cover plan. Join us at Compass Group UK&I and embark on a journey that not only enriches your professional life but also prioritises your holistic well-being. We believe that our employees are the driving force behind our success, and we're dedicated to creating an environment where you can thrive, grow, and truly flourish.