

Role: Global Resourcing Manager

Team/Location: Experience – Remote

Reporting to: Head of Experience Programme Delivery

Job Level: 2

Purpose...

This role encompasses the management of the entire Hemsley global associate network, where your responsibilities include ensuring that all documentation is up to date and communications are maintained. Taking the lead on monthly associate spotlight sessions, you will also play a role in fostering relationships that prove mutually beneficial for both the associates and Hemsley.

You will be...

A proven leader that consistently excels in cultivating successful relationships, with a remarkable ability to engage with associates, internal stakeholders, and clients through insightful questioning.

Highly motivated to achieve optimal results with strong influencing skills to leverage the talent around you effectively.

The role is...

- Managing the global associate onboarding process to identify associates that meet critical needs for Hemsley's network and setting them up for success to deliver Hemsley's solutions effectively.
- Managing the global associate network directory to ensure records are up-to-date and accurate as well as supporting project teams with associate selection.
- Monitoring the global associate network to ensure we have the coverage required to deliver Hemsley's core proposition.
- Overseeing associate rates to ensure we have sufficient numbers that can deliver within Hemsley's benchmark rates and negotiate rates with associates where required.
- Reviewing and analysing associate and industry rates to ensure that the Hemsley benchmark rates are still realistic and achievable.
- Ensuring that all associates have the relevant documentation and insurances required to fulfil their service requirements.
- Maintaining regular communication with the network via the Global Associate Hub and spotlight sessions.
- Identifying opportunities to reduce associate spend through rate negotiation and efficient use of internal consultants.

- Acting as a product owner for global resourcing and management.

You will have...

- Experience of managing a supply chain including rate negotiations.
- A technical ability to analyse and interpret data, consult with confidence, and make strategic recommendations on the best way forward for the business.
- Proven commerciality and business acumen with evidence of effective decision making at a leadership level.
- Demonstrable leadership experience at a senior level, with proven ability to manage projects from conceptualization to implementation with internal and external stakeholders of various seniority.
- Previous experience within the Learning & Development/Training environment preferred.
- Exceptional relationship building skills – both internally and externally, with evidence of establishing and maintaining long term, mutually beneficial partnerships – and customer service skills to manage associate and vendor queries and concerns.
- Excellent verbal and written communication skills including demonstrable ability to effectively influence and negotiate internally and externally.
- Knowledge of associate and vendor market trends and needs for the business is advantageous, but not essential.

Success in the role is...

- Delivery of SLAs/KPIs
- Conceptualization of ideas as well as implementation
- Creating opportunities for improved efficiency, decreased spend and increased knowledge of processes and procedures
- Effective global associate network
- Demonstration of Hemsley Fraser Values

Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/Qu ality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
			•		•
			•		•
			•		•
			•		•