

HR Manager – UK Sales Verticals and Services

Cisco

It is an exciting time to work at Cisco. Every day it connects people to the network and makes it come to life. Whether it's using e-learning to educate students far from city centres or downloading the entire Library of Congress in seconds, Cisco's networking technology has not only revolutionized the way people do things, but who they are. People are more informed, more efficient, and more involved. With all forms of communications converging onto the network, Cisco is entering an exciting new era. The concept of the network as the platform for transforming life's experiences is no longer a possibility: It is quickly becoming a reality. And Cisco is leading the experience.

Within the UK, Cisco employs close to 2,700 employees and contractors, and over 50,000 around the globe in the 140 countries from which it operates. Currently experiencing significant growth and investment, Cisco is looking to attract high calibre HR talent to join at a very exciting time.

HR in Cisco

Since Brian Schipper 'Skip' joined to lead Cisco's global HR function, from Microsoft nearly a year ago, HR has undergone a significant amount of change. Based in the HR global headquarters in San Jose, California, Skip has a vision of HR transforming itself to focus on delivering a higher value, business led transformational agenda to the growing and evolving Cisco business, while at the same time, never losing sight of the importance the business places on HR delivering operational excellence and 'getting things done'.

As a result, Cisco is implementing a new global HR Operating Model. At the core of this is support and service provided by leading-edge e-HR tools with first-line support being provided through the HR Connection shared services centre. Improving processes and investing in automation will form a key part of this transformation. Client facing Business Partner roles will focus on creating business led HR plans to help support the growth and will collaborate with HR colleagues in the functional Centres of Excellence (COE) to ensure the professional delivery of HR programmes.

To support his plans Cisco has significantly invested in the acquisition of HR talent at all levels globally.

HR in the UK and Ireland

Charlie Johnston joined Cisco as the HR Director for the UK and Ireland from IBM earlier this year, to help develop and implement a strategic HR agenda to enable growth and cross business collaboration, as the UK and Ireland business plans to double its revenue generation from today by the year 2012.

Today HR is delivered through a small team of HR Managers who have support provided to them through HR Representatives, an HR graduate, the on-site HR Shared Services Centre and European Centres of Excellence.

This role and the person

Because of a recent career development move within the company, Cisco is recruiting for a talented HR Manager to support a multiple client set of Sales and Services businesses with close to 1000 employees across the UK and Ireland.

The ideal person will thrive on working with ambiguity and in a fast-paced environment and will be as comfortable 'rolling up their sleeves' to provide real-time support to the line, as thinking about how process and HR experience for the business can be improved. They will appreciate the need to deliver HR operational excellence to the business, be comfortable challenging the current processes and will be keen to participate in designing and delivering longer-term strategic growth HR projects. They will be excited by the opportunity to be part of a motivated team leading the transformation of the UK and Ireland HR function.

Reporting Line & Team

This role reports to the Cisco UK & Ireland HR Director working as a part of the European Markets HR team headquartered in Bedfont Lakes in the UK, currently led by Nicole Grogan, a Cisco US Assignee.

Key Responsibilities

- Partner with senior leaders in the UK to identify the HR priorities and ensure their delivery
- Work collaboratively with European HR Business Partners and lead the implementation of any European led changes or initiatives

- Develop the leadership and people management skills of the Leaders supported, challenging behaviours which are contrary to Cisco's values and culture
- Provide proactive support and solutions to complex Employee Relations matters such as complex terminations and reorganisations
- Provide support to managers to enable the effective application of the recruitment, performance management, compensation and talent management processes
- Identify and take actions to develop leadership capability and facilitate talent reviews
- Provide interpretation of the Employee morale survey and provide input into the action plans
- Provide input into complex compensation decisions
- Lead improvements in UK HR policy
- Reinforce and act as an ambassador for the new HR Operating model referring line managers to the appropriate sources of help rather than necessarily resolving the issue
- Contribute to and lead, the development of country HR projects, programmes and process improvement
- Manage local acquisitions and on-board transferring staff
- Coach and support the professional development of an assigned HR Representative with matrix reporting relationship

Core competencies

Communication and Influence

- Ability to build rapport and communicate effectively at all levels
- Ability to construct logical, credible and winning arguments that will persuade decision makers

Teamwork and Collaboration

- Working effectively with Country HR teams, Centers of Excellence and other key stakeholders to achieve against personal and organizational objectives while supporting others to achieve wider business/HR goals

True Business Partner

- Ability to partner at senior levels within the business and provide commercially aligned, pragmatic solutions to business issues
- Confidence to coach the senior players in order to move the business forward

The successful candidate is likely to have

- Generalist HR Business Partner experience (in country, regional or above country level)
- Experience in working in a fast-moving sales-led culture is desirable (Technology experience not essential)
- Experience of working in matrixed, complex, constantly changing and progressive HR environment
- A good practical understanding of Employee Relations / Employment Law and experience of acquisitions
- Ability to 'see the wood from the trees' and to focus on creating that bigger picture in order to deliver against priorities
- A positive, can-do and pragmatic approach to challenges and complexity
- Experience of engagement with Senior Leaders with confidence and credibility
- An organised approach to work with good prioritization skills
- A high degree of emotional intelligence, self awareness and a commitment to their personal and professional development

Cisco offers a competitive pay and benefits package to attract the best talent.

- Circa £60K base salary with bonus opportunity of up to 20%, on target 12%, and stock options
- £6,600 per annum car allowance or company car and fuel card
- Life Assurance, Private Dental and Medical Cover and Money Purchase Pension
- Flexible working arrangements and mobility tools, including Blackberry or equivalent

Progression

Opportunities for progression in Cisco in the wider European and global teams are real for talented and driven high-performing HR professionals.

Location

Bedfont Lakes, Feltham, Middlesex