

G4S Cash Services

HR Operations Manager

Background to the Project

G4S Cash Services is a huge global organisation and market leader in their field. They store, process, deliver and collect cash from customers such as high street retailers and banks. They have 46 branches across the UK, all of which require first-rate HR support.

Objective

We were asked to attract a HR professional tough enough to cope with the challenges of this role. It's not a standard HR job, as the successful applicant will make sure the 21 Branch Managers – and 2500 members of staff – are supported by a first-rate HR function. The staff can be challenging to work with from a HR point of view.

Methodology

We came up with three concepts, each focusing on a slightly different aspect of the role, as follows:

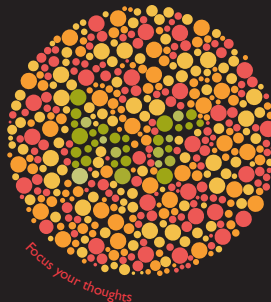
1) Focus your thoughts – geared around the fact that this person would not be tied down with day-to-day time consuming HR duties, like holiday and inductions, but would focus on the more weighty duties, like disciplinary work and major restructuring projects. This would be more appealing to those HR professionals, who feel as if they're too busy in their current role to deal with the really important issues.

2) There's more to this than just the money – a play on the nature of G4S's work, the salary package for this role and highlights the challenge ahead.

3) The tough side of HR – This advert was designed to speak directly to people who are looking for a challenge – and won't be frightened of it. This was the idea that the client chose, and it ran in People Management.

Results

The client had warned us that they believed recruiting for this role would be very difficult, and that the response would be poor. However, they were surprised by the high quality applications they received. They had 6 applications, which were all very suitable for the role – they interviewed all 6, and employed one, talent banking the others.



Operational HR Manager
Head Office Sutton + travel UK based
£40,000 + car (or allowance)

G4S is the UK's leading provider of integrated cash handling services with global reach and a great reputation. As we move into different markets and win new contracts, how we grow the business and develop our people is key. This is not a straightforward HR job. You'll be dealing with challenging situations and people who don't like being told what to do. Which is why you need to be at the top of your game and capable of bringing fresh thinking to an already innovative organisation.

Covering 21 branches and 2500 staff, you'll support managers across our London & South East and West regional

We're looking for someone with a CIPD qualification and solid HR advisory experience in a high volume, unionised environment (ideally manufacturing, logistics or distribution). You have a deep understanding of employment law and best practice, and an appreciation of how business needs can sometimes drive HR decisions. An assertive and persuasive approach is essential.

On an average week, you'll be working in Sutton two days and travelling to other G4S locations for the remainder. Benefits include bonus, life assurance and pension as well as on-site gym and coffee shop at our Sutton office.

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There's more to this than just the money



www.g4s.com
We are an equal opportunities employer



wjpfloyd



The tough side of HR

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G4S is the UK's leading provider of integrated cash handling services. It's a highly commercial environment and decisions are made on that basis. Branches are like factories, situations can be demanding, you'll have to be forceful with some internal customers and a new person challenging the way we do things is never easy. It's a tough side to HR and the learning curve will be steep. But isn't that what makes you tick?

Covering 21 branches and 2,500 staff, you'll support managers across our London & South East and West regional offices and cash centres. We have separate departments that deal with payroll, training, health and safety and comms, so you'll focus on pure value added initiatives such as devising attraction plans, raising

management performance and developing processes to improve service levels.

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To apply for this role, please forward your CV and salary expectations to: Joy Sewell, Human Resources Manager, G4S Cash Services (UK) Limited, Sutton Park House, 15 Carshalton Road, Sutton, Surrey SM1 4LD. Alternatively email ac.joysewell@uk.g4s.com



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We are an equal opportunities employer

The advert that ran