Global HR Director (Generalist)
Location: UK Based – Remote position

About TM Forum
TM Forum is an association of over 700+ member companies, which include all of the world’s top 10 network and communications providers and stretch across 180 countries. Our members tap into each other’s collective experiences and abilities to collaboratively solve complex industry-wide challenges, deploy new services, and create technology breakthroughs to accelerate change.

We help communications service providers (CSPs) and their suppliers to digitally transform and thrive in the digital era. We do this by providing an open, collaborative environment and practical support which enables CSPs and suppliers to rapidly transform their business operations, IT systems and ecosystems to capitalize on the opportunities presented in a rapidly evolving digital world. You can learn more at www.tmforum.org

Role Overview
TM Forum’s mission is to enable growth. That means that the Human Resources team sit at the centre of that mission, providing the tools for the organization to grow skills in our teams and, in turn, our members.

We are expanding the team by creating a brand-new position: Global Human Resources Director to work with current experienced team in the UK and US. TM Forum has around 120 members of staff, made up of a mix of permanent, temporary, freelance, and contractors working globally in a hybrid manner. We are looking for someone who enhances our growth ably moving between strategy development and implementation to ensuring that the HR function delivers to the efficiency of a Swiss Watch. The role would suit a HR professional from a generalist background in that the role will lead a variety of HR areas as well as partnering the CEO and the Strategic Leaders.

Job Specification
- Development and maintenance of TM Forum’s people strategy.
- Oversight of employee lifecycle from acquisition of talent through all major people processes.
- Partner with the Talent Director in working closely with team leaders regarding performance management including management of the quarterly performance management cycle (PMP) both recognizing and supporting growth.
- Partner with Talent Director to develop robust talent identification, development processes allowing investment in potential.
- With the Talent Director, develop a learning curriculum enabling growth via technical and non-technical learning.
- Be the lead HR contact for UK/Europe employee relations including liaising with inside and outside counsel as required.
- Deliver the stance of growth through the pay, benefits and related policies and systems (ensure excellent risk management from pay award decisions through to delivery). This includes supplier and systems management.
- Ensure a culture rich experience in the recruitment process from budget planning through to successful delivery of talent.
- Ensure the very best onboarding process for all talent joining the Forum including tools for managers and expert modules to orientate those joining well and fast.
- Coach performance managers to enable growth in their support of their teams with any ad hoc HR-related issues.
- Ownership of the staff satisfaction process: from roll out through to working with relevant team members and senior leaders to put in any engagement plans enduring their ownership and measurement of those plans.
- Actively lead and support ownership of Inclusion and Diversity including support of employee
resource groups: Sustainability (working with the Sustainability Project Manager), DEI and Spirit Committee.

- Owning (in conjunction with the Legal team) the annual compliance for various policies and trainings (e.g. workplace harassment, code of conduct etc.).
- Liaising with the Chief of Staff on the monthly All Staff Update webinars allowing engagement and growth in every message.
- Ownership and management of annual Long Service and “Festival of Celebration” Awards.
- Working as a team to contribute and manage the HR Operating Plan and quarterly OKR (objectives & key results) process.
- Analyzing, maintaining, and creating reports on a multitude of information, using that data to drive necessary actions.

Experience and Qualifications

- CIPD Level 5/7 qualified or qualifying level of experience.
- Extensive experience as a HR Generalist.
- Experience of working in a high performing and ambitious organization, ideally globally orientated.
- Strong knowledge and understanding of UK Employment Law.
- Strong understand and experience of the full employee lifecycle (brand, selection, onboarding, induction, performance, development, reward, benefits, pension, payroll and employee engagement).
- Enjoys development of strategies and BAU projects (comfortable with rolling up their sleeves).
- Proficient with Excel with a good comfort level with complex formulas and pivot tables.
- Experience with the HiBob HRIS platform is a plus.
- Have strong communication (written and verbal), analytical, and problem-solving skills.
- Excited to work in a fast-paced remote environment.
- Skilled in building relationships at all levels in a global, remote working environment.
- Confident and credible communicator with a dynamic and flexible attitude with the ability to create rapport to work with people at all levels in the organization.

What we offer in Return

- Remote with the opportunity to work from our London office, on occasion.
- 25 days plus 8 bank holidays.
- Periodic Well-being days (Business organized).
- Medical Insurance.
- Dental Insurance.

To apply
To apply for this position, please send your Curriculum Vitae and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org.

Diversity & Inclusion at TM Forum
TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.