

HR Quality Assurance Manager

Department: Compliance

Reporting Structure: Reports to HR Compliance Manager

Salary: £3,622/ £43,464

Location: Oldbury

Work hours: 9:00 - 17:00

Summary:

Proffer Solution Ltd is seeking a highly skilled and detail-oriented HR Quality Assurance Manager to join our dynamic team in the staffing and recruiting industry. This critical position will be responsible for ensuring that our HR processes and procedures meet the highest standards of quality and compliance. The HR Quality Assurance Manager will play a pivotal role in identifying areas for improvement, developing quality assurance protocols, and implementing best practices to enhance overall efficiency and effectiveness within the HR department. The successful candidate will work closely with cross-functional teams to analyse HR metrics, drive continuous improvement initiatives, and foster a culture of quality throughout the organization. As an expert in HR quality assurance, you will lead efforts to ensure that our recruitment processes are not only compliant with regulations but also align with industry standards. Your analytical skills and attention to detail will be instrumental in enhancing candidate experiences, improving employee satisfaction, and ensuring the overall success of our talent acquisition strategy. If you have a passion for quality assurance in human resources and are eager to make a positive impact in a fast-paced environment, we invite you to apply for this exciting opportunity.

Responsibilities:

- Develop, implement, and maintain quality assurance strategies for HR processes and procedures.
- Conduct regular audits and assessments of HR activities to ensure compliance with industry regulations and best practices.
- Identify areas for improvement and develop corrective action plans to address any deficiencies in HR processes.
- Collaborate with HR and recruitment teams to establish and refine quality metrics and performance indicators.
- Provide training and support to HR staff on quality assurance protocols and compliance requirements.
- Analyse HR data and metrics to identify trends, risks, and opportunities for improvement.
- Report findings and recommendations to senior management and contribute to strategic planning initiatives.

Skills:

- Strong knowledge of HR best practices, labour laws, and industry standards in the staffing and recruiting sector.
- Excellent analytical skills with the ability to interpret complex data and metrics.
- Exceptional attention to detail and a commitment to maintaining high standards of quality.
- Proficient in using HR software and tools for data analysis and reporting.
- Strong interpersonal and communication skills, with the ability to collaborate effectively across departments.

Qualifications:

- ✓ Bachelor's degree in Human Resources, Business Administration, or a related field; a Master's degree is preferred.
- ✓ At least 5 years of experience in HR, with a focus on quality assurance, compliance, or audit functions.