



The app commerce company

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poqcommerce.com



### About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and customisable native apps in record time. These Apps allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Belk, the Cotton On Group and FeelUnique.

The London-based scale-up, has offices in London and New York. Founded in 2011, the company is VC-backed having raised > £17 million. Smedvig Capital, led the most recent round with participation from previous backers Beringea and Revolt Ventures.

### About the role - Interim Senior HR BP

Reporting directly into the Chief Finance Officer and working closely with the CEO, the contractor will be responsible for owning the full People, TA & HR remit that drives an exceptional employee experience, recruitment and retention schemes, by delivering compelling and progressive initiatives that contribute to the overall success and goals of the business, working part-time (2-3 days per week) for an ongoing period.

### What you'll be doing

#### BP Responsibilities:

- Solve problems and get to the root cause of any issue, no matter how complex; design and quickly recommend and implement solutions
- Provide high level advice to senior leaders and managers to optimise business performance through effective decisions on recruiting, talent management, development and leadership planning at a strategic and operational level, building a pipeline of diverse high potential future leaders
- Advices on sources and channels of hire, maximising D&I opportunities and diversifying workforce
- Through effective use of engagement platform, quickly ascertain employee priorities and concerns and propose tailored and cost-effective solutions
- Proactively manages performance management platform to ensure effective delivery of goals across the business
- Manages performance-focused delivery that aligns with our strong company culture and values
- Proactively moves the agenda forward on key initiatives including DE&I Programme, culture engagement and high performance culture
- Ensures compliance of all people practices and effective management of employee relations matters
- Sets the tone and manages expectations for a high performance culture of excellence
- Works collaboratively and effectively in a high performing team-oriented environment
- Is a champion for employee engagement initiatives
- Implements best practices for the benefit of employees and the business

#### Business & Reporting expertise:

- Drives delivery of department KPIs
- Prepares metrics, reports for Leadership and Board review
- Attends senior Poq meetings to contribute at a leadership level and strategic planning

**Leadership & Team Management:**

- Line manages with direction, motivation, and encouragement and works across departments to promote effective cross-functional delivery
- Empowers others through leading business improvement initiatives and influencing other teams to meet company goals and objectives
- Ensures effective communication and daily stand-ups to ensure day to day delivery of team members
- Conducts Career development planning and performance management of team members
- Recommends L&D workshops to team members to ensure the department remains at the forefront of expertise and specialist skills
- Manages company-wide review process and proposals
- Mentors team members
- Oversees the hiring process, with a focus on upskilling talent benchmarks
- Contributes to initiatives to retain high performing talent
- Manages poor performance/attendance/conduct concerns to resolution
- Exemplifies and upholds Poq Values

**Poq Values & Behaviours****Deliberate**

- We move forward constructively with integrity and purpose
- We bring the best version of ourselves every day
- We are experts and innovators at the top of our game

**Enterprising**

- We are ambitious, resilient and passionate about what we do
- We are creative thinkers, problem solvers, decision makers
- We do great work and get things done together

**Honourable**

- We take ownership and hold ourselves accountable
- Take pride in our product, our work and each other
- We are honest, decent and do the right thing

**Open**

- We are open to ideas, learning and evolving
- We work together as one team
- We celebrate and embrace our diversity

**What we're looking for:**

- Experience within tech sector and understanding of engineering roles, and fast paced scale up, required
- 10-15+ years' generalist HR and TA experience in a BP role and current hands-on HR practitioner expertise
- A team player who is willing to take ownership beyond their functional scope, to shape and define company-wide initiatives, but also work daily on operational and transactional HR matters
- Experience of coaching, challenging and advising managers and senior leaders
- Experience in navigating through ambiguity to bring clarity of vision and comms
- High level of self-motivation and independent thinking
- Strong influencing skills with a collaborative work style which fosters cooperation and teamwork
- Excellent interpersonal skills with the ability to present, negotiate and persuade stakeholders
- Excellent stakeholder management experience
- Strong interpersonal skills with the maturity to work with different stakeholders
- Excellent writing and presentation skills
- CIPD qualified with a Bachelor's degree or above in Business Administration, Human Resources Management, or related discipline

We love spending time together as a team, [check us out on Instagram](#).

**GDPR Compliance at Poq**

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.

**Recruitment Process**

If you'd like to apply for this role, please email your CV to [recruitment@poqcommerce.com](mailto:recruitment@poqcommerce.com) - we look forward to hearing from you!