

Role Profile

Role title	Senior HR Business Partner
Reports to	Group HR Director and Managing Director
Department	Inntravel Snr Mgt Team and Snr HR Team
Working Hours	30 – 37.5 hours. Work life balance is important to us and so we are open to discussion on flexible working patterns (minimum 4 days per week).
Location	Hybrid role with 2 days per week in our Inntravel office, Whitwell-on-the-Hill, near York

A bit about Inntravel

Inntravel is an award-winning travel brand with a big plan and a bright future. We're a well-established tour operator based in York, with a 40-year track record of developing and operating market-leading self-guided holidays.

Established in 1984, Inntravel is a widely respected, leading provider of self-guided walking, cycling and other activity holidays across Europe. Innovative, paying meticulous attention to detail, and delivering the highest standards of personalised customer service, a team of over 70 staff work (hybrid) from idyllic offices in rural surroundings near York.

Inntravel was for many years a family-owned business, and it retains a strong sense of independence and autonomy. Since 2008 the company has been an integral part of the well-established Hotelplan UK. The Hotelplan UK family of brands includes Inghams, Esprit, Santa's Lapland and Explore Worldwide, all based in Farnborough.

Our vision: We are renowned for delivering the best walking holidays on the planet and are famous for experiences that positively impact the places they touch and instil a sense of awe in the people who *choose to journey with us*.

You'll also help to ensure that we hit our company targets to halve our CO2 emissions by 2030 and be part of a business ensuring that we maintain our exceptional customer service scores.

A bit about the role

This is an exciting time to join Inntravel - a business benefiting from long-term investment to achieve ambitions growth targets, deliver digital transformation projects and become one of the leading names in sustainable travel. Working as part of the broader Senior Management Team, and alongside our Managing Director, this role will lead the people strategy and deliver operational support. This a maternity leave cover.

Maternity Brief

- You will manage a junior HRBP, who is on a fixed term contract.
- You will report into the HRD, with a matrix line into the MD.

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- You are part of a Brand senior management team and will prioritise your time and focus according to Inntravel's business plans.
- There will be elements of group activity or projects to support.
- 12 months fixed term contract.

Key priorities:

- Build relationships, support MD embedding Senior Management team in role
- Deliver people priorities for 23/24
- Deliver a new applicant tracking system and career web site – at final design stages for Phase 1
- Embed launch of revised Inntravel values
- Support D,E,I initiatives through business framework
- Support organisational changes
- Manage the Facilities services contract, supporting onsite staff

A typical working day?

You will wake up prioritising what energises you first thing each day, this could be a run or your favourite coffee. By the time you log into Teams or come into the office, you will be clear on your work priorities for the day and who you are going to collaborate with. This could be the MD, the HRD, the GMT or some of the HR team. You may check in with a Manager to discuss a recruitment plan to attract more diversity or someone who wants to talk about their career development. You will attend a GMT team meeting and update them on progress with your people goals. You also have to launch the next phase of a key project so you need to prepare for that.

What we expect from you

How will I be helping to create unforgettable adventures?

- Your detailed understanding of the Inntravel customer experience will influence and impact our commitment and aspiration to be a purpose led employer with longer term B-Corp status aspirations.
- You'll wisely manage your time in the business and on the business, creating best in class experiences for all potential, current, past and future team members, and proactively (and fiercely, energetically and passionately) develop our culture and watch for and manage our blind spots. You'll artfully balance the health, wellness and wellbeing of every team member with the protection of the business as a whole.
- Your highly functioning relationship with the Senior Management team, HRBPS, Learning and Development Manager and Head of Shared Services will get stuff done, produce fresh ideas, initiatives and data insight.
- A deep passion, curiosity and understanding of how HR can make our employee's lives better will translate into people initiatives and brand immersive experiences that bring to life Inntravel's values; ***If you're going to walk it.... make it worth it. We show up to make a difference. We strive for better – for each other, our customers, and our planet. We grow together and we love what we do.***

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- Your people solutions will be commercial, pragmatic, process-light and relevant, trusted because of your excellent relationships with the Inntravel and HR team. Communication of these will be frequent and interesting.
- Your people plan will deliver our people goals and priorities, developed with the MD and GMT, with a strong focus on our engagement drivers, cultural change and talent acquisition plans.
- You will be a sounding board with the leadership teams when it comes to people, be it through coaching or providing practical advice.
- Our talent acquisition and on-boarding experiences will bring more diverse talent into Inntravel who thrive and bring a new lens to our culture – inclusivity is our mantra for everyone.

What you will bring to the role

- You have a clear vision and belief in how HR adds value and how you add value to HR.
- Brand success is important to you, you love what you do and want to work for a brand that has a bigger purpose than pure profit.
- You care about the world we live in and are bold enough to shout about this when it comes to HR's carbon footprint.
- You are commercial and driven by business performance.
- You love breaking away from traditional HR and can bring innovative and creative approaches.
- You are super focused on delivering outcomes with an insightful eye on how we get there.
- You prefer to tick things off your list and love making decisions with the Senior Management teams, your independent ways of working mean that you prefer high level direction and support from your MD and HRD.
- You are open and honest about who you are as a person and as an HR leader.

Benefits of working for us

- 50% holiday discount scheme on holidays offered by any company in the Hotelplan UK group
- 25 days holiday a year (pro-rata) – rising by 1 day per year to 30 days after 5 years.
- Opportunity to 'buy' additional holiday leave if you need more time off
- Bonus eligibility based on company performance each year
- Hybrid working environment
- A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs
- Pension scheme and life insurance
- 2 volunteer days a year
- Sociable and friendly office environment including our own allotment and lunchtime exercise classes

Inntravel – inspiring individual discovery
Expertise through knowledge and experience
Respect for the places and people we work with
Embracing individuality and creativity

Trust through openness and integrity
Shared ***enthusiasm*** and ***pride*** in all we do

The fine print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.