

# Position Specification

## SaaS Interactive Response Technology (IRT) Company Human Resources Leader

### ***The Company***

Our client is a growing SaaS interactive response technology (IRT) company. Founded in 2009, the company provides innovative and custom clinical trial solutions to the life sciences industry. At present, the company employs 260 professionals and has expanded globally. The company has been profitable since 2012 and expects continued growth.

In 2017, the company was acquired by a leading global life sciences company. Our client is a subsidiary of this company with unique access to the expert administrative, financial and legal resources of a publicly traded entity.

### ***The Position***

#### ***Location***

Northwestern United States

#### ***Overview***

Our client knows its success is due to the talented and committed individuals who bring constant energy and drive to the company's expertise in life sciences and information technology. The company focuses on building people, careers, and teams who in turn are dedicated to building a world-class company.

This newly created position is an exciting opportunity to have an immediate impact on an organization. The Human Resources Leader is a critical role for the company's leadership team, responsible for developing leaders, aligning people management strategy to support growth, and evaluate training needs to enable the organization to reach maximum organizational potential and health. This person will have oversight of Human Resource Operations, Learning and Development, Organizational Development, and Talent Acquisition functions for a largely remote and global professional services organization.

#### ***Reporting Relationship***

The role will be a strategic partner to the leadership team and report directly to the Chief Executive Officer.

#### ***Responsibilities***

- Drive culture and create organization clarity regarding company vision, purpose and core values. Determine a means to impart the responsibility of driving culture throughout the organization.
- Create a path forward to integrate, communicate, and embed the company's culture into and throughout the organization from both a systems and people standpoint.

- Partner with executive team to create the organizational design that will enable the company to be successful long-term.
- Create the human systems that will enable company growth at both a domestic and international level.
- Provide feedback and insights about organizational development, functional builds, structure, and proactively predict outcomes and prescribe actions to ensure smooth operations.
- Create a people strategy and execute an ongoing plan to integrate this into the company culture. Develop the systems and processes to support this.
- Drive strategic direction and execution of processes and people involved with all areas of the talent lifecycle.
- Develop robust talent management plans and drive culture change initiatives to attract, retain, develop, and engage talent in critical roles.
- Identify key engagement drivers and develop the supporting strategies to align people, processes, and work-related systems to achieve meaningful levels of job satisfaction and retention for employees.
- Manage the change management approach for HR, ensuring all new initiatives are embraced and adopted to maximize results.
- Oversee Human Resource Operations in the areas of Employee Relations, Benefits, Compensation, HR processes and HR Systems.
- Create a means to derive HR analytics to assess talent acquisition metrics, employee engagement, training and development needs, and workforce retention; utilize results to develop, initiate and maintain effective programs to drive improvement.
- Work with leadership to develop succession plans. This will include working through talent pipeline issues, talent gaps, leadership potential, identification and recognition programs.
- Partner with executive leadership to clarify learning and development needs and design/source appropriate programs to address leadership, managerial, professional, functional, and technical knowledge building.
- Oversee the development of learning and development solutions based on the organization's objectives and employees' personal and professional goals.
- Align HR processes and programs with the strategic direction of the executive team while leveraging a direct team to accomplish objectives.
- Evaluate the effectiveness of assessment tools and practices, recommending alternative approaches as appropriate.
- Ensure the on-time, on-budget delivery and launch of projects/initiatives for function.
- Manage external strategic vendor relationships for function.

## ***The Candidate***

### ***Education***

A Bachelor's degree in business, human resources or equivalent. An advanced degree in management and/or human resources designation(s) [i.e. – PHR, SPHR, GPHR] is preferred.

### ***Professional Qualifications***

- 15+ years progressive experience with 5+ years leading Talent and/or OD teams, including experience in high growth companies preferred.
- A thorough understanding of California and international labor laws.

- Experience leading remote-based and global professional service or technology teams.
- Experience leading projects from start to finish. Capable of planning and managing projects with attention to achieving timely, cost effective outcomes.
- Strong business acumen: understands the key financial drivers and dynamics related to company growth and commercialization.
- Proven ability to collaborate with and influence peers.
- Experience leading teams in an environment of transformation and change.
- Strategic thinker with strong practical judgment.
- Proven track record of quickly being able to build relationships and establish trust with senior management as well as all levels in the organization.
- Experience creating/enhancing talent programs to align with business strategy.
- Experience leading HR Operations.
- Strong written and oral communication skills.
- Strong skills in engaging, focusing, coaching, and developing a high performing team.
- Centralized and de-centralized organizational knowledge/experience preferred.

### ***Personal Characteristics***

- Build partnerships by identifying opportunities and acting to build strategic relationships between one's area and other areas, teams, departments, units, or organizations to help achieve business goals.
- Excellent consulting skills (e.g. communication, facilitation, interviewing, negotiation, collaborative working, business case development).
- Sound business judgment, proven ability to influence others, strong analytical skills and problem-solving abilities are critical.
- Facilitate change by encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; manage the implementation and acceptance of change within the workplace.
- Coach and develop by providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem. Align performance, focusing and guiding others in accomplishing objectives.
- Operational decision making by obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.

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**To learn more about this opportunity or provide a confidential referral, please contact:**

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