



## CAREER OPPORTUNITIES

### Job Description:

# People and Development Manager

#### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

PCI Pal is a British company listed on the London Stock Exchange. Our US headquarters are in Charlotte, NC, where operations were launched 2017. We are expanding the People team by creating a role for our first team member to be based in the US. We are currently looking for a fractional (3 days per week) People and Development Manager in the US to join our People team.

#### THE OPPORTUNITY:

This is an exciting opportunity for an individual to continue their career in People, Culture and Engagement. Touching on most areas of HR, from recruitment, training, dealing with people issues, and promoting engagement initiatives - no day will ever be the same, so you'll need to learn quickly, be happy to contribute ideas and research, and deal with ever changing priorities.

#### YOU WILL BE RESPONSIBLE FOR:

- Being the “person on the ground” for the People Team in our Charlotte office, and become the go-to for questions, challenges, ideas, etc.
- Creating a sense of community and engagement, predominately in Charlotte, and more widely across the US and UK teams.
- Assisting with recruitment (with a focus on our US and Canadian operations), including preparing job descriptions in conjunction with hiring managers, liaising with agency partners; logging, screening, and providing feedback on candidates; and updating our website careers pages as needed.
- Administering the payroll for US employees.
- Working with the department head to create, build and deliver new initiatives to overcome recruitment challenges, for example, internship programmes, graduate schemes, etc.
- Preparing offer letters and associated onboarding paperwork.
- Supporting employee onboarding, including completion of paperwork, providing 1<sup>st</sup> day onboarding training and delivering 4 week post-start reviews.
- Holding regular People Reviews with line managers to proactively help them manage people issues.
- Identifying, designing and delivery of people or culture based projects to improve engagement/performance.
- Assisting with exit interviews and analyzing data from these to help recognise areas for improvement.
- Providing support where necessary for people issues, including disciplinary and performance cases.
- Reviewing and updating the handbook in line with employment law and company changes.



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### WE WANT TO HEAR FROM YOU IF YOU:

- At least 2 – 3 years' experience working in an HR/People capacity, with experience of US employment law.
- Have good organisation skills and can deal with multiple projects and priorities. Things can get hectic!
- Are an excellent communicator, and are able to build strong relationships and credibility with people.
- Have excellent MS Office skills.
- Are a self-starter, and are comfortable seeking out new ideas and initiatives, and can work independently.
- Are happy to get involved in a variety projects that might need your input or expertise.
- Ideally have an HR qualification, or can demonstrate that you are qualified by experience.
- Are happy to work flexibly to meet deadlines.

### IN RETURN WE OFFER:

- 20 days PTO
- Company share options
- Hybrid working opportunity, with a split of days in the Charlotte office/at home.
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact Rachael Drouet, People and Development Manager at PCI Pal ([rachael.drouet@pcipal.com](mailto:rachael.drouet@pcipal.com)).