HR Process Manager: iTrent

job description

the finer details

Which site am I based at?
Acorn House

Which team am I a part of?
HR

Who do I report to?
Change Manager –
Empowering Yeo

(Dotted Line to HR Process
Owner)

Who do I look after?
N/A

Team size?
N/A

Do you have responsibility for a budget?
No direct budget

the purpose of your role

Yeo Valley is rolling out iTrent to modernise and standardise our HR operations. This role leads the definition, design, and documentation of HR processes - ensuring they are system-ready, people-centred, and operationally robust. Reporting into the Core Applications Change Manager (with a dotted line to the HR Process Owner), you will interface with business leaders, programme managers, and technical teams to shape the optimal process configuration for iTrent.

Key responsibilities:

- Lead, shape, and define HR processes aligned to iTrent go-live, including:

    o Onboarding

    o Core employee lifecycle (new starters, internal movers, leavers)

    o Absence management

    o Holiday and leave tracking

    o Management information (MI) and reporting

    o Recruitment administration and approvals

    o Right to work and compliance checks

    o Contract and offer letter generation

- Drive business-side input and engagement across all HR streams

- Interface with the iTrent Sponsor and Programme Manager to ensure alignment

- Collaborate with technical configuration teams to shape system setup

- Facilitate workshops to map and design future-state HR processes

- Produce SOPs and documentation to support training and adoption

- Champion a vanilla-first configuration approach

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qualifications & experience

- Extensive HR process and transformation experience, ideally within HRIS implementation

- iTrent (or similar platform) experience highly desirable

- Strong stakeholder management and workshop facilitation skills

- Ability to write clear SOPs and map complex processes

- Operates autonomously and influences effectively across teams

- Identify additional process opportunities, including performance management, pay frameworks, and development pathways

Key Interfaces

- iTrent Sponsor

- iTrent Programme Manager

- iTrent Technical Configuration Team

- HR Leadership and Business Process Owners

- HR Shared Services Teams

- IT Business Analysts and Change Leads

- Operational managers and site leads

Success Measures

- Core HR processes are defined, embedded, and aligned to system design

- Strong business engagement and ownership of new ways of working

- SOPs enable consistent user experience and operational clarity

- Foundation for scalable and effective HR operations is established

Ways of working

- **Base:** Acorn House (Yeo Valley HQ)

- **Travel:** Regular travel across Yeo Valley Production sites (e.g. Blagdon, Newton Abbot, Crewkerne)

- **Hybrid Working:** Flexibility expected, with a strong on-site presence during key delivery phases

HR use

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