

# BUSINESS PROFILE: Royal Mail HR Shared Service Centre



**“Royal Mail chose Sheffield due to the exceptional potential workforce and the city centre building which has fantastic transport links. The Sheffield labour market is excellent and we do not regret having centred our operations here.”**

Dermot Toberty, Director HR Services

Royal Mail Group is the UK's most successful delivery company delivering over 1 billion parcels and 14 billion letters each year to over 29 million addresses across the UK. With 150,000 Royal Mail employees, the HR Shared Service Centre (HRSC) is crucial to the business, providing recruitment, payroll and advice and support services for the UK operation.

Royal Mail's shared services journey began in 1994 with Dermot Toberty leading a successful transformation of the finance function. The HR operation began in 2000 with the aim of providing a better service and more value for its customers, in 2001 taking on payroll and by 2003 becoming a full service HRSC.

The HRSC employs 600 staff, with 350 in Sheffield which usually increases by 50 people over the Christmas period, making it one of the largest HR shared service centres in Europe. The award winning centre has had a positive impact on quality of service, employee morale and overall company performance.

Staff satisfaction is very high, with a score of 77 measured by Ipsos Mori versus a UK average of 50. Royal Mail is well regarded as an employer and attrition at 4% in the Sheffield HRSC is low by industry standards.

Career progression opportunities in the HRSC are excellent, there are now several senior managers who entered Royal Mail as customer service advisors. There are several career paths available to all employees both within HR and the wider organisation.

The HRSC needs people with great customer service skills, combined with HR skills in the specific service streams it supports:

**“The Sheffield labour market is very good, we always get good people in Sheffield without a problem. Sheffield has and will continue to be a brilliant city for us.”**

Dermot Toberty, Director HR Services

Sheffield is well located with good transport systems, making London and other key cities easily accessible. Royal Mail enjoys a good relationship with the city, having had significant support from the City Council's investment team to help with their initial recruitment campaign, the relationship has been maintained and Royal Mail is happy to promote their Sheffield HRSC experience.



# Sheffield

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