



At QDM, our mission revolves around providing individuals with secure, transparent, and affordable loans. We are committed to great customer outcomes.

We blend data analytics, credit file insights, and the personal touch of a human underwriter on every funded loan.

In Customer Services, we support our customers without scripts or diallers, and we'll never charge our customers late fees or default interest if they fall into difficulty.

We have built a culture of collaboration and teamwork, and we encourage promotion from within, ensuring a better business for all. Join us and be a part of a growing team that has one of the lowest upheld rates and best repayment rates in the industry.

The Role

- ✓ Reporting to the Managing Director, this is a visible role helping to lead and develop the company's people strategy.
- ✓ Analysis of HR data, maintaining our people database, and keeping KPIs and reports up to date for senior management.
- ✓ Develop the HR departmental plan (aligning with our model plan)
- ✓ Develop our handbook and HR policies.
- ✓ You will manage the day-to-day activities of the HR department and drive the improvement of our processes.
- ✓ Manage the HR Assistant.
- ✓ Oversee the learning and development of our employees.
- ✓ Work closely with the Finance department to provide accurate employee and headcount information for payroll and reporting purposes.
- ✓ Support managerial staff in HR-related matters such as absence management, disciplinaries, appraisals, and succession planning.
- ✓ Help develop and manage our incentive schemes.

Skills and Experience

- ✓ Preferably CIPD Level 5 qualified or above, or min 3 years experience in a similar role.
- ✓ Experience working in a regulated financial service environment.
- ✓ Strong knowledge of HR policies, procedures, and best practices.
- ✓ A good understanding of FCA regulations and requirements
- ✓ Highly organised and structured working style.
- ✓ Good leadership and team management skills

Benefits

- ✓ 28 days annual leave (including Bank holidays) with an additional day per year of service (capped)
- ✓ 1 celebration day per year to use as you choose.
- ✓ Quarterly bonus based on personal and company performance.
- ✓ Hybrid working opportunities.
- ✓ Health Insurance
- ✓ Games and breakout room
- ✓ Modern city centre offices near tram/bus stops
- ✓ Eyecare scheme

Salary up to £50,000