



Demonstrate the value of HR to the organisation

Develop the future HR
operating model and
create digital models for
delivery

Recruit and develop a business-aware HR team

Understand external
trends and implications
for organisation and
people strategy

Map the key people
drivers that deliver
specific organisation
outcomes

Understand and influence organisational strategy and priorities

Represent the
organisation to the
outside world

Develop reputation
management and business
continuity planning

Act as trusted adviser
to the Board and
its subcommittees

Negotiate availability of resources

Set a realistic HR budget

Bring people issues to
the table in change and
M&A activity

Demonstrate HR's
role as moral and
ethical compass of
the organisation

Ensure compliance
and control systems
are fit for purpose
and well managed

Share resources
across the organisation
to improve productivity
and effectiveness

Ensure the HR Team
keeps abreast of
legislative changes and
their implications

Ensure HR and payroll
systems are accurate
and fit for purpose

Ensure transparency and accuracy of reporting as required to stakeholders and shareholders

Optimise use of internal
and external resources to
improve effectiveness and
value for money

Develop people analytics
capabilities in the CHRO
and HR team

Better integrate with
other service providers
in the organisation

Align HR activities and
resources to priority
business needs

Work with the digital
team to implement
new technology

Make better informed
business decisions from
better data

Develop better internal communications

Improve the user
experience of
accessing HR services

Ensure performance
management works
well for employees

Establish effective
feedback and upwards
communications
mechanisms

Create time and
space to allow for
innovation activities

Map and monitor appropriate behaviours and culture

Ensure optimal
organisational structures
to promote collaboration

Coach managers to
ensure they have
high-performing teams

Introduce open innovation approaches

Deliver
sustainability
programmes

Implement appropriate employee relations and engagement mechanisms

Develop and
deliver effective
wellbeing programmes

Shape, embed and
defend purpose
and values

Streamline HR policies
and processes
and remove
unnecessary bureaucracy

Develop and deliver
an effective
resourcing strategy

Develop the employer brand of the organisation

Establish key performance indicators and metrics for HR services

Develop an effective
reward strategy, policy
and processes

Introduce effective
succession planning and
talent management

Improve workforce
diversity across
the organisation

Improve agile approaches
within and outside the
HR team

Build organisational and
role design capabilities

Act as a personal role
model for those inside
and outside HR

Introduce an
evidence-based approach
to HR

Invest in the skills and capabilities of the leadership team and in their potential successors

Define future skills and capabilities required by the organisation



CHRO Priorities

1st Edition, 2019

by Matt Ballantine and Sian Harrington

licensed under a [Creative Commons Attribution-ShareAlike 4.0 International License.](https://creativecommons.org/licenses/by-sa/4.0/)

stamplondon.co.uk/cxopriorities