PayFit

UK HR
Skills Gaps

We asked 625 UK HR professionals to assess the level of HR expertise within their companies...

A disparity of feeling between the C-suite and HR teams

Just 22% of C-suite respondents say that there are gaps in their in-house team's skill set. But a far higher proportion of HR **managers, directors and heads of department (36%)** say there are gaps.

Why the disparity?

Perhaps there's a disconnect between those **'on the front line'** of everyday HR strategy and the C-suite.

Is it a **lack of communication** between the C-suite and HR leaders that's an issue?

Are HR leaders **not being given a seat at the top table,** and therefore **aren't able to express their needs?**

Or is there just **flat out denial** from the C-suite that there are skills gaps on the HR team that need addressing?

It's imperative that company Execs are sensitive to the needs of their HR teams. And at the same time, HR leaders need to clearly express to their superiors where skills gaps exist, along with strategic proposals on how to address them.

36%
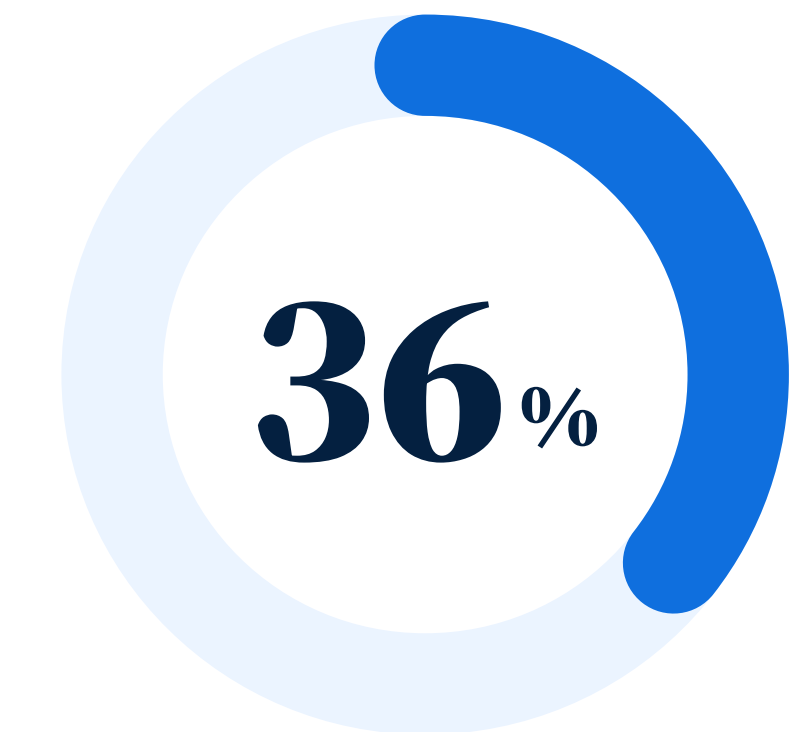
Percentage of HR directors, managers and heads of department who say there are **skills gaps** on their team. Just **22%** of C-suite respondents feel there are skills gaps.

76%
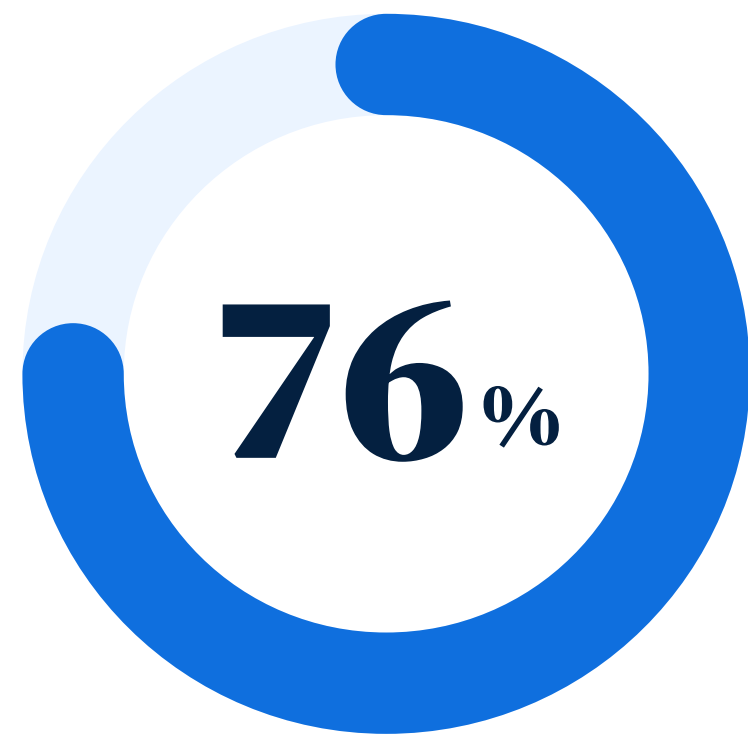
Over three quarters of respondents say they spend **less than 10%** of their time each month on **retention strategies**. An even higher percentage **(84%)** say they spend the same amount of time on **compensation** and **reward strategies.**

Spending the least amount of time on the most valuable initiatives

Over three-quarters (76%) of respondents say they spend **less than 10%** of their time each month on retention strategies.

What's more, a staggering **84%** say they spend less than 10% of their time each month on **compensation and reward strategies…**

Clearly, there's **room for improvement.**

Processes could be improved, if only there was the expertise on the team

Nearly 30% say that their **retention strategies** need work, but this isn't possible because they don't have the appropriate knowledge or knowhow on their teams. This rises to **31% for HR generalists and administrators specifically...**

This suggests a degree of **frustration** with those higher up, and a need for HR leaders to spend more time on **retaining** their best talent.

Over a quarter (27%) of generalists and admins also feel that **employee engagement initiatives** could be improved.

This points to a direct correlation between **engaged employees and improved retention.** Get one right, and the other will likely follow.

27%
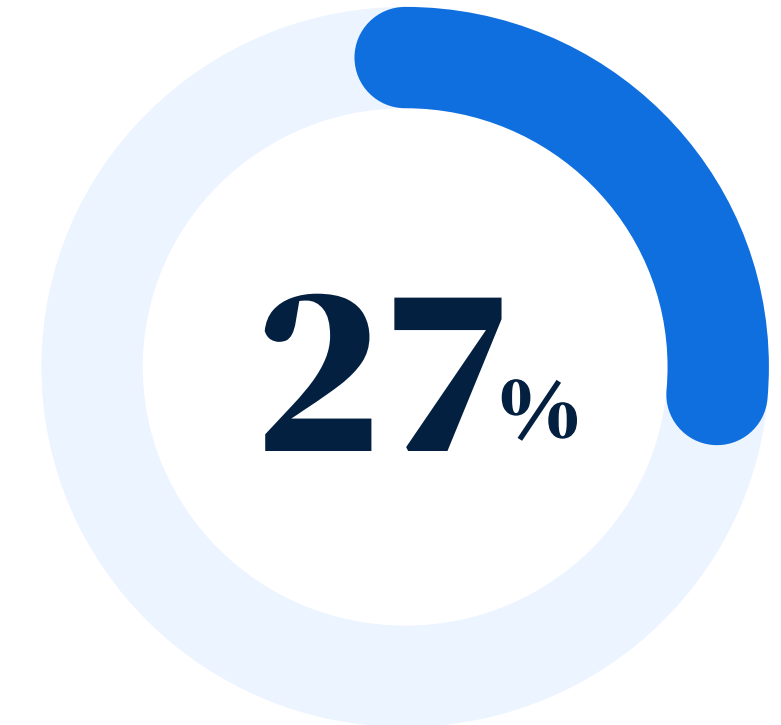
Over a quarter say that their **retention strategies** need work, but that expertise in this department is lacking. It's clear HR teams need to appoint skilled strategists with a track record of strong employee retention.

31%

Digital transformation / new technology investment is high up on the wishlist for HR professionals, with **nearly a third** saying it would **add the most value** to their business. Clearly teams are frustrated with the limitations of their existing tech.

Digital transformation is most certainly on HR teams' wishlist

Almost a third (31%) say that **digital transformation and / or new technology investment** would add the most value to their businesses.

Clearly there's frustration with the capabilities of HR teams' **current tech capabilities.**

This could be a contributing factor in HR teams **spending more time than is necessary** on less impactful work.

To sum up

Clearly, the results of our survey show there's work to be done when it comes to addressing skills gaps on UK HR teams. To succeed, this needs to be a two way process, with the C-suite willing to listen to People leaders, and those leaders willing to speak up around what they need.

There's a desire to improve processes, to invest in digital transformation and new technology initiatives, and a sense that more time needs to be spent on the most valuable work.

It's on this last point in particular that the elements are intrinsically linked, and where the right software investments can help free up time to focus on what's truly important.

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