Job Description

Job title:	Reward Manager
Reports to:	Head of People Services and Operations
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

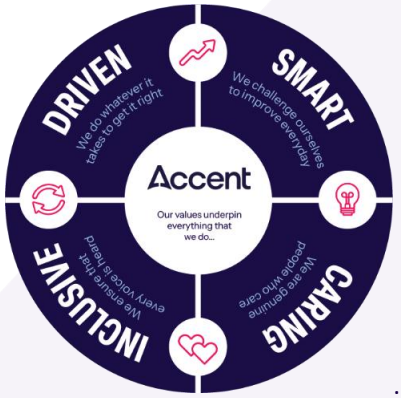
At Accent, we're shaping a workplace where people feel recognised, rewarded, and supported to be their best. As Reward Manager, you will design, deliver, and continuously improve Accent's reward and pay offer, ensuring it is fair, competitive, inclusive, and aligned with our culture and business strategy. You'll lead both the strategic development and operational delivery of our reward frameworks, ensuring they are data-driven, well-governed, and clearly communicated.

Working as part of the People, Culture and Development team, this role plays a key part in ensuring our reward and recognition offer is cohesive, values-led, and meaningful for all colleagues and that it is clearly linked to performance, engagement and our EVP.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As Reward Manager, you will demonstrate these values by designing fair and transparent reward practices that reflect our inclusive and caring culture. You will use smart, data-led insights to inform pay and benefit decisions, ensuring transparency and equity across the organisation. You will be driven to continually enhance the colleague experience, ensuring our approach to reward contributes positively to engagement, retention, and performance.



Created October 2025

Key Responsibilities and Duties

- Lead the development and implementation of Accent's reward strategy, ensuring alignment with our People strategy, business objectives, market trends, and our core values.
- Oversee, manage and deliver the full lifecycle of employee benefits programmes, overseeing day to day administration through the wider People team
- Design and manage pay frameworks, salary benchmarking processes, and job evaluation systems to ensure fairness, consistency and competitiveness across the organisation.
- Oversee the management and development of Accent's benefits offering, including pensions, healthcare and hardship, ensuring they fair, remain engaging, compassionate and relevant to colleague needs.
- Lead the annual pay review cycles, including benchmarking, modelling and affordability analysis, ensuring accuracy, effective governance, and timely communication.
- Promote financial wellbeing and awareness, providing practical tools and learning to enhance colleague resilience and decision-making
- Manage pension administration and compliance, ensuring effective governance of outsourced service and providers.
- Lead gender pay gap reporting and develop improvement actions with the People Project Manager.
- Partner with Finance and People Team colleagues to manage reward budgets, forecasts, and cost analyses, ensuring effective financial control and value for money.
- Use data and analytics to monitor reward effectiveness, identify trends and opportunities, and provide insight-driven recommendations for continuous improvement.
- Manage relationships with external reward and benefits providers, ensuring high standards of service and value for investment.
- Support initiatives that support colleague engagement, recognition and wellbeing, ensuring Accent remains a great place to work where everyone feels valued and rewarded.
- Provide expert advice and guidance to leaders to equip them to have meaningful conversations on all aspects of pay, reward and recognition, ensuring compliance with legal and regulatory requirements.
- Develop engaging communications to bring our reward to life ensuring colleagues and leaders understand our offer and value their total reward
- Champion equality, diversity, and inclusion in all aspects of pay, benefits, and recognition, ensuring fairness and transparency at every level.

The must haves:

- CIPD qualification (Level 5 or above) or equivalent experience.
- Proven experience in reward, compensation and benefits management, or a related HR role.
- Strong knowledge of reward strategy, pay benchmarking, and job evaluation frameworks.
- Extensive experience of managing pension administration
- Sound understanding of employment and pension legislation.
- Experience in managing pay review and reward cycles, including modelling and governance.
- Excellent analytical skills with the ability to interpret and communicate complex data clearly.
- Skilled in stakeholder management, with the ability to influence and build trust at all levels

The added extras:

- Experience managing benefits programmes
- Project management experience in reward or HR transformation

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.