



A LIFETIME OF EQUALITY, RESPECT AND **LOVE** FOR CARE EXPERIENCED PEOPLE

Who Cares? Scotland Job Specification

Post Title:	HR OFFICER
Salary range	£23,093 - £28,866
Hours of work	35 hours per week
Contract	Permanent
Area	National
Base location	Glasgow, Edinburgh, Dundee or Inverness
Responsible to	HR and Workforce Development Manager
Last update	October 2019
Application closes	15 November 2019
Interviews	Stage 1 – 27 November Stage 2 – 28 November

Introduction

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. We want to secure a lifetime of equality, respect and love for Care Experienced people by 2022 in Scotland.

We will do this by undertaking a series of programmes to achieve on our ambitious Strategic Plan 2018 – 2022. We will continue to provide advocacy to children and young people across Scotland; we will work with corporate parents at local and national level as part of our training and education projects delivered on behalf of the Scottish Government and the Scottish Funding Council and others of a bespoke commissioned nature; we will ensure policy makers and parliamentarians make decisions to law, policy and practice having heard the views of the Care Experienced community; and we will continue to publicly advocate and campaign for the Care Experienced community.

Purpose of the post

The post-holder will support the HR and Workforce Development Manager to deliver proactive workforce planning and development.

The post holder will have a lead role in the areas of recruitment, selection & retention, performance management, absence management, policy writing, employee wellbeing and employee relations support. They will also support health and safety, change management and workforce development and support with identifying, implementing and evaluating role specific and organisational learning and development needs through effective implementation of induction, supervision and appraisal policies and processes.

Main Duties and Responsibilities

1. Assist in the delivery of a comprehensive HR service to the organisation, acting as the first point of contact for enquiries.
2. Co-ordinate and support all recruitment and selection activity from advertising to appointment and be involved in selection processes as required.
3. Responsible for all employment contracts, changes to these and associated documentation.
4. Prepare relevant information for fortnightly and monthly payrolls and ensure that all associated documentation is up to date.
5. Develop and maintain the HR database and associated spreadsheets recording any changes and producing reports as required.
6. Co-ordinate the administration of employee benefits and take a lead role in the promotion of these, supporting the health and wellbeing of all employees.
7. Support and advise managers in relation to absence, performance and other employee relations issues
8. Provide administrative support for Health and Safety, supporting the HR Manager and the organisation to meet all relevant legislative requirements and ensure the provision of a safe and healthy working environment for all employees and volunteers.
9. Provide administrative support to the Joint Staff Consultative Committee (JSCC), including acting as minute-taker for meetings.
10. Lead on the design and analysis of an employee survey, and develop an action plan arising from this.
11. Lead on the development and implementation of a Wellbeing approach across the organisation
12. Develop and maintain a recording system for all Workforce Development activity.
13. Co-ordinate and support the implementation of the Workforce Development Plan, ensuring that all relevant information from appraisals and personal development plans has been captured and taken into account.

14. Lead on the development of a standard induction process for all employees and volunteers.
15. Work with the Volunteer Co-ordinators to ensure cohesion of support and approach to all activity
16. Support the development and review of HR related policies and procedures, and the associated training and implementation for these.
17. Adhere to Who Cares? Scotland policies, procedures and values at all times.
18. Carry out any other duties commensurate with the post as agreed by the HR Manager.

Communication

The post holder will have key contacts with:

- Who Cares? Scotland staff
- Leadership and Senior Management Teams
- Third sector HR colleagues
- External suppliers

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. This is important in relation to liaison with colleagues and, ensuring that the service provided meets service level agreements and contributing to the national work of the organisation. The HR Officer has a key role in promoting a positive culture in line with organisational values.

Working environment

The post holder base is negotiable, but regular travel across Scotland and to National Office in Glasgow will be required in order to develop and maintain relationships with managers and employees. A full driving licence and access to transport would be advantageous.

Evening and Weekend work may be required on an occasional basis to support recruitment and workforce development activity. This may include occasional overnight stays.

Attitudes and values

Commitment to:

- Continuous learning
- Working inclusively with an understanding of equal opportunities practices
- An adaptable and flexible approach to work with a “can do” attitude in order to meet changing priorities.
- Belief that young people can make transformative change happen in their lives if given the opportunity
- Working in partnership with young people, and in such a way as to empower them
- Developing best practice through regular supervision and training opportunities

Essential knowledge, skills and experience

Qualifications:

- A degree level qualification or equivalent work experience in an HR function
- Membership of CIPD, or the ability to achieve this

Knowledge:

- Comprehensive IT knowledge and of the Microsoft Office suite
- Knowledge of HR MIS systems would be advantageous.
- Current employment law

Skills and Competencies:

- A professional approach to HR, with the ability to adapt and be flexible to meet the requirements of a dynamic and complex organisation.
- The ability to develop and maintain positive working relationships with staff at all levels while maintaining objectivity and professionalism.
- Ability to build rapport quickly with key members of staff.
- Ability to represent the Human Resource function and demonstrate added value.
- Excellent organisation, administration and project management skills and the ability to produce high quality work first time
- Excellent oral and written communication skills
- Ability to manage time and workload effectively to meet deadlines, including managing competing priorities
- Ability to work effectively on own initiative as required
- Ability to form positive relationships with children, young people and colleagues
- Ability to work collaboratively as part of a team

Experience of:

- Working in a flexible, employee empowering work environment (Rigid structure or large company experience will not be advantageous to this role.)
- Leading complex employee relations casework is desirable
- Building relationships with senior colleagues and influencing.
- Demonstrating a high degree of confidentiality in interpersonal interaction.
- Adding value as both an individual contributor and active team member.
- Managing change projects e.g. organisational restructure, TUPE and redundancy is desirable

Applications are particularly welcome from individuals with lived experience of the care system who meet the minimum requirements for the role.