



EQUALITY | RESPECT | LOVE

Who Cares? Scotland Job Specification

Post title	HR & Workforce Development Support Officer
Salary range	£19,883 – £23,318 per annum
Hours of work	35 hours per week
Contract	6 months fixed-term
Area	Nationwide Scotland
Base location	National Glasgow Office with hybrid flexibility
Responsible to	HR & Workforce Development Manager
Last update	December 2022

Who Cares? Scotland is Scotland’s only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland.

At the heart of Who Cares? Scotland’s work are the rights of Care Experienced children and young people, and the power of their voices to bring about positive change.

We provide individual lifelong relationship-based independent advocacy and a broad range of imaginative participatory and engagement opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and communities to broaden understanding and create change. We work with policy makers, leaders and elected representatives locally and nationally to shape law, policy and practice, working together to build on the aspirations of [The Promise](#) and secure positive change.

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 assist in the areas of employment services, recruitment, selection & retention, performance management, policy writing, absence management, employee wellbeing, health and safety, change management and employee relations support. They will also assist with identifying, implementing and evaluating role specific and organisational

learning and development needs through effective implementation of induction, supervision and appraisal policies and processes.

The post holder will be an adaptable, innovative, strategic thinker able to work on their own and with teams across the organisation.

You will be joining Who Cares? Scotland at an exciting time, when the voices of those who are in or have experienced care are growing in power, individually and collectively - bringing with them insight, challenge, hope and change, and as we launch our new [Strategic Plan 2023-2027](#).

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 recruitment and selection activity from advertising to appointment and be involved in selection processes as required.
3. Prepare employment contracts, and changes to these for approval by HR Manager.
4. Prepare relevant information for fortnightly and monthly payrolls and ensure that all associated documentation is up to date.
5. Maintain the HR database recording any changes and produce reports as required.
6. Co-ordinate the administration of employee benefits and take a role in the promotion of these, supporting the health and wellbeing of all employees.
7. Support line managers with absence management processes, supported by the HR Manager as appropriate.
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. Assist with an employee survey, and support actions arising from this.
11. Develop and maintain a recording system for all Workforce Development activity.
12. Co-ordinate and support the implementation of the Workforce Development Plan.
13. Take a role in the development of a standard induction process for all employees and volunteers.
14. Assist with the development and review of HR related policies and procedures, as directed by the HR Manager.
15. Be available to cover front of house reception duties.
16. Adhere to Who Cares? Scotland policies, procedures and values at all times.

17. 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, volunteers and members
- Who Cares? Scotland Leadership and Senior Management Teams
- Third sector and HR colleagues
- External visitors and 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 & Workforce Development Support Officer has a key role in promoting a positive culture in line with organisational values.

Working environment

The post holder will be based in the National Office in Glasgow with hybrid working flexibility. Flexibility will be required given the remit of the role and very occasional evening and weekend work may be required 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:

- While we would welcome the knowledge gathered through relevant qualifications, we are just as interested in relevant work experience
- Demonstrable continuing professional development in relevant areas
- Membership of CIPD is desirable
- You will be required to complete a Disclosure Scotland check.

Knowledge:

- Comprehensive IT knowledge and of the Microsoft Office suite
- Knowledge of HR MIS systems would be advantageous
- HR best practice.

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.
- Ability to develop and maintain positive working relationships with staff at all levels while maintaining objectivity and professionalism
- Excellent organisation, administration and project management skills and the ability to produce high quality work first time
- Ability to manage time and workload effectively to meet deadlines, including managing competing priorities
- Ability to work effectively on own initiative as required
- Excellent oral and written communication skills
- Ability to form positive relationships with children, young people and colleagues
- Ability to work collaboratively as part of a team.

Experience of:

- Working in HR/people function
- Demonstrating a high degree of confidentiality in interpersonal interaction
- Adding value as both an individual contributor and an active team member.

We welcome and encourage applications from those with experience of care.