



EQUALITY | RESPECT | LOVE

## Who Cares? Scotland Job Specification

Post title	People & Culture Officer
Salary range	£24,147 - £30,184 per annum pro rata
Hours of work	35 hours per week (some evening and weekend work required)
Contract	Permanent
Area	Glasgow
Base location	Hybrid
Responsible to	People & Culture Manager
Last update	March 2025

**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 relationship-based independent advocacy and a broad range of imaginative participatory opportunity for Care Experienced young people across Scotland; we work alongside corporate parents and communities of all sorts to broaden understanding; we work with policy makers, leaders and elected representatives locally and nationally to shape law, policy and practice on the basis of all that can be learnt from the voices of those with experience of care - working together to build on the aspirations of [The Promise](#) and secure positive change.

### Purpose of the post

**The People & Culture Officer will support the People & Culture Manager to provide high quality HR administration.**

The post holder will have a lead role in the areas of recruitment, payroll collation, supporting employee wellbeing, and coordinating employee relations support. They will also coordinate health and safety and workforce development, implementing organisational learning and development opportunities.

## Main duties and responsibilities

- Assist in the delivery of a comprehensive HR service to the organisation, acting as the first point of contact for enquiries.
- Co-ordinate and support all recruitment and selection activity from advertising to appointment and be involved in selection processes as required.
- Responsible for all employment contracts, changes to these and associated documentation.
- Prepare relevant information for fortnightly and monthly payrolls and ensure that all associated documentation is up to date.
- Develop and maintain the HR database and associated spreadsheets, recording any changes and producing reports as required.
- 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.
- Support and advise managers in relation to absence, performance and other employee relations issues
- Provide administrative support for Health and Safety, supporting the People & Culture 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.
- Provide administrative support to the Joint Staff Consultative Committee (JSCC), including acting as minute-taker for meetings.
- Lead on the design and analysis of an employee survey and support an action plan arising from this.
- Lead on the development and implementation of a Wellbeing approach across the organisation
- Maintain a recording system for all Workforce Development activity.
- 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 considered.
- Support induction processes for all employees.
- Work with the Volunteer Co-ordinators to ensure cohesion of support and approach to all activities.
- Provide manager support on all HR related policies and procedures, as well as the associated training and implementation for these.
- Adhere to Who Cares? Scotland policies, procedures and values at all times.
- Carry out any other duties commensurate with the post as agreed by the People & Culture 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 People & Culture Officer has a key role in promoting a positive culture in line with organisational values.

## Working environment

Who Cares? Scotland have a National Office base in Glasgow, and home-based working can also be utilised. Some flexibility and travel will be required given the remit of the role.

## 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.
- 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

**We particularly welcome applications from people with experience of care who meet the criteria for the post.**

**Closing date for applications is Sunday 30<sup>th</sup> March 2025.  
Interview dates to be confirmed.**