

Job Title: <i>Human Resources Operations Officer</i>		
Directorate: People Driven Development	Level: 3	CHSS Ref No. PD21

Reports to: Human Resources Operations Lead

Role Purpose:

You will deliver a customer focussed Human Resources Operations advisory service in line with CHSS HR and organisational policies and procedures, values to support the successful delivery of our No Life Half Lived strategy. The role will also ensure HR analytics are provided for management in accordance with timescales set.

Key Accountabilities:

Descriptor	Performance Measure
Human Resources Operations	
<ul style="list-style-type: none"> • Provide first level advice, guidance and support to employees and managers on HR policies and procedures. • Understanding and ability to escalate appropriately to the Human Resources Operations Lead and relevant Manager/ Director where required. • Assisting with a full range of HR operational tasks and activities throughout the employee lifecycle, including family friendly, special leave, maternity, performance management, health & wellbeing etc. 	<p>Full understanding of all CHSS HR policies and procedures.</p> <p>Experience in generalist HR processes. CPD to develop.</p> <p>Experience in generalist HR processes.</p>

Descriptor	Performance Measure
<ul style="list-style-type: none"> • Assist with notes/minute taking at disciplinary, capability and grievance cases. • Supporting any consultation processes applied. • Coordinating and issuing weekly HR communications, including preparing draft articles. • Covering for the Human Resources Administrator during leave. 	<p>Notes/minutes taken accurately and in a timely manner.</p> <p>Experience in generalist HR processes.</p> <p>CPD Issued within timescales set.</p> <p>Collaborative working on pulling articles together.</p> <p>Understanding of roles and key responsibilities.</p>
Recruitment	
<ul style="list-style-type: none"> • Contribute to the recruitment of employees within CHSS, working collaboratively with recruiting Managers, Directors and the Human Resources Administrator. • Check that recruitment and right to work documents are completed and signed off by management before confirming advertising. Escalate recruitment issues to the Human Resources Operations Lead. • Support the auditing of safeguarding responsibilities in partnership with the Human Resources Operations Lead. • Update the Data Pack on non-compliance. 	<p>Experience in recruitment processes.</p> <p>Experience in recruitment processes. Safeguarding policies applied and evidenced.</p> <p>Safeguarding policies applied and evidenced.</p> <p>Issued within timescales set. Escalation to Head of HR&OD, Directors and CEO.</p>
Onboarding	
<ul style="list-style-type: none"> • Support the onboarding process with CHSS in collaboration with the Human Resources Administrator. • Hold HR induction sessions with new employees. • Track probationary processes in conjunction with induction process, 	<p>Experience in onboarding processes.</p> <p>Employees inducted in a timely manner.</p> <p>Onboarding and probationary process compliance and evidenced.</p>

Descriptor	Performance Measure
<p>escalating to line management where process is not completed.</p> <ul style="list-style-type: none"> Track and monitor induction attendees for key performance indicator report and Data Pack. 	<p>Escalation processes applied.</p>
<p>Absence Management</p>	
<ul style="list-style-type: none"> Support the Human Resources Operations Lead in the application of the Sickness Absence Policy. Monitor company and statutory sick pay levels and trends. Ensure any adjustments are notified to the employee and the Human Resources Administrator for payroll. Update the HR system with sickness absence records. Draft occupational health referrals. Draft permanent health insurance claims. Overseeing the EAP app (Help@hand). Supporting managers in handling persistent and short term absences. Draft absence management documents/summaries of facts on identified HR cases. Update the Data Pack on non-compliance. 	<p>Experience in absence management processes.</p> <p>Timescales met, actions taken and evidenced.</p> <p>Timescales met, actions taken and evidenced.</p> <p>Accurate data to produce reports.</p> <p>OH and PHI processes applied, recorded, evidenced and followed.</p> <p>Eligible employees have access to the EAP service and app. Working collaboratively with managers, evidenced and actioned.</p> <p>Evidenced and accurate data provided.</p> <p>Evidenced and accurate data provided.</p>
<p>Job Evaluation and Remuneration</p>	
<ul style="list-style-type: none"> Update the job population map and organisation chart where role tiltes or employees change on SharePoint. Update Role Profiles on SharePoint once reviewed. Support the Human Resources Operations Lead in the application 	<p>Updates timely and accurate data.</p> <p>Updates timely and accurate data.</p> <p>Accurate data to produce reports.</p>

Descriptor	Performance Measure
of the Pay and Performance Management Policies, including monitoring that objective setting and appraisals are held.	Escalation process to Head of HR&OD, Directors and CEO.
Reports and Analytics	
<ul style="list-style-type: none"> • Create and produce accurate business reports including Key Performance Indicators. • Produce scheduled and ad-hoc management information reports including trend analysis and identification of reasons. • Creation of bespoke online forms and reports on HR System, SharePoint and Access Database. • Issue the monthly Data Pack on non-compliance. • Analysing benchmarking data from external organisations for management information. 	<p>Accurate data to produce reports. Analytical knowledge. Production of easy to understand reports, evidenced and measured.</p> <p>Knowledge and understanding of report creation from customised systems, Office 365 (SharePoint, Access, Excel). Accurate data to produce reports External stakeholder engagement and relationships developed. Accurate data to produce reports. Analytical knowledge.</p>
CHSS Groups	
Participate in internal CHSS working groups, for example ICT Change Management, Data Management.	In line with values.
Corporate Responsibilities	
<p>The role will have individual responsibility for complying with:</p> <ul style="list-style-type: none"> • Health & Safety • Safeguarding • General Data Protection Regulations • Equality, Diversity & Inclusion • Performance Management • Risk Management • Compliance <p>This list is not exhaustive.</p>	<p>No breaches of human resources policies.</p> <p>Risk assessments and controls are implemented and reviewed.</p> <p>Safeguarding processes are followed.</p> <p>No breaches of GDPR.</p> <p>Equality, diversity and inclusion in embedded within function. Equality Impact Assessments evidenced.</p>

Descriptor	Performance Measure
The role will be contribute to ensuring that human resources operations practice and reporting is embedded across the organisation.	Decisions made are within levels of authority and compliant with CHSS policies, procedures and protocols.

Key Challenges

- Carrying out a number of human resources operational tasks within agreed timescales.
- Applying HR policies and procedures, interpreting them for a variety of audiences.
- Producing HR data analytics for a variety of audiences.
- Producing work within timescales set, managing a variety of tasks simultaneously.
- Developing expert knowledge in a number of HR generalist areas (as outlined in key responsibilities above).
- Ability to challenge peers and management.
- Understanding a diverse organisation whilst supporting the alignment of human resources processes in line with business needs.

Key Results / Objectives

- Delivering a robust Human Resources operations service within boundaries of the role.
- Recruitment policy being applied and decision making evidenced.
- Supporting the employee lifecycle (from onboarding to exit).
- Onboarding processes being applied and NLHL delivered and values evidenced.
- Sickness Absence policy being applied, employee health and wellbeing supported and decision making evidenced.
- HR data analytics produced accurately, on time and follow up actions evidenced and measured.
- Supporting and safeguarding the charity by holding internal stakeholders to account on Human Resources matters.

Key Relationships (Internal & External)

Internal:

All Directors, managers and staff within CHSS with key roles including:

Human Resources Operations Lead

Human Resources Administrator

Head of Human Resources & Organisational Development

Safeguarding Coordinator

Volunteer Coordinator

Payroll Administrator

Head of ICT and Team

Office & Facilities Manager

External:

External advisory agencies, i.e. health and wellbeing providers, occupational health.

Legal advisors.

Disclosure Scotland.

Other third sector organisations.

ACAS and relevant government agencies.

Education & Qualification:

Either:

Intermediate Diploma CIPD in Human Resources Management Level 5 (or related qualification)

Or:

Demonstrable relevant skills and experience (see below)

Skill & Experience:

Skills:

- Ability to produce and interpret management information
- Ability to work with a degree of autonomy and manage a number of HR tasks, prioritising effectively
- Ability to analyse, interpret and explain HR policies and data
- Ability to build strong relationships with managers and employees.
- Ability to confidently and effectively handle challenging and sensitive conversations and material
- Excellent written and verbal communication skills
- Excellent IT skills (Microsoft 365 in Word, Excel, Access and Outlook, SharePoint, Office Forms)
- Excellent attention to detail
- Ability to support managers and employees in a fair and empathetic manner

- Strong analytical and problem solving skills
- Excellent customer service skills
- Ability to work flexibly
- Ability to work in a manner which embodies the organisational values
- Knowledge of data protection and GDPR
- Knowledge of safeguarding processes in recruitment

Experience:

- Experience in a HR generalist role, in particular supporting the employee lifecycle.
- Experience of giving first level advice, guidance and support to employees and managers.
- Experience of using HR systems (or customised databases).
- Experience of note/minute taking.
- Experience of writing HR documents for a variety of audiences.
- Experience of absence management.
- Experience of overseeing recruitment and onboarding processes.