

## Head of People of Redress Scotland

### 1. Overview

For decades, children in residential care in Scotland were failed by those entrusted to look after them. Scotland is taking steps to face up to those failing by establishing a financial redress scheme for survivors of historical child abuse in care.

While nothing can ever make up for the suffering survivors have endured, financial redress can provide acknowledgement and recognition of the harm done. The national redress scheme will offer a non-adversarial alternative route to justice and access to support and apology.

To deliver this, the Scottish Government has supported the creation of a new 'non-departmental public body' entitled Redress Scotland. This body will assess and make decisions on applications from survivors (and in some cases next of kin) seeking redress. Redress Scotland will be entirely independent of the Scottish Government.

Redress Scotland is primarily a decision-making body. It will not process applications, provide support to applicants or arrange payments. In order to make best use of public resources, all administrative aspects of the national scheme will instead be carried out by Scottish Government without impinging on the independence of Redress Scotland's decision-making.

Johnny Gwynne has been appointed as the Chair of Redress Scotland, and Joanna McCreadie as the Chief Executive. Panel Member recruitment has commenced, with the expectation that appointments will be made by the end of October. Work has begun on setting up Redress Scotland as a non departmental public body and to ensure that the organisation can support decision-making panels when the redress scheme opens for applications.

The Scottish Government has committed to opening the scheme as soon as possible, by December 2021 at the latest. The scheme will remain open to applications for a period of whichever is the longer of five years, or two years following the publication by the Scottish Child Abuse Inquiry of its final report. There is, however, a potential for the opening period to be extended beyond this.

More information about how the scheme will operate is available on the Scottish Government's website [here](#). Detailed information about the status, powers and functions of Redress Scotland are also set out in the [Redress for Survivors \(Historical Child Abuse in Care\) \(Scotland\) Act 2021](#) and accompanying documents.

## 2. Head of People

Position: Head of People

Organisation: Redress Scotland

Location: Scotland, Central Belt (likely to be Falkirk)

Salary: £49,420-£61,617 per annum + pension + holiday + flexible remote working

Closing date: 12.00 noon on Monday 25<sup>th</sup> October 2021

Redress Scotland is a brand new organisation operating at the heart of a sensitive, challenging and complex area. The Head of People is therefore expected to provide strong, responsive and compassionate leadership from the outset, helping to create a trauma-informed organisation which inspires the confidence of the survivor community. A commitment to treat all applicants with dignity, respect and compassion is enshrined in legislation.

The Head of People is responsible for leading the people related functions of Redress Scotland.

These include: internal communications; all aspects of human resources; learning, training and development; health and safety; and the wellbeing framework for employees and members.

The Head of People will work with the Chief Executive on total quality management, applying the principles of a learning organisation and working to achieve continuous improvement across the organisation.

Redress Scotland is developing a holistic wellbeing framework, and the post holder will have responsibility for the design, development and delivery of this in practice.

The Head of People will actively contribute to the development of an organisational culture that is trauma informed, sensitive to the needs of survivors and how these can be met, and embeds flexible, agile and solution focussed approaches.

### **You will be required to:**

- Represent our people functions with confidence, well-honed skills and approachability, developing constructive relationships with employees, board and panel members, Scottish Government colleagues and other relevant stakeholders.
- Responsible and accountable for the full range of human resources activities throughout the employee lifecycle including talent acquisition, onboarding, appraisal, performance management, employee relations and learning and development activities.
- Develop and implement strategies and contribute to organisational quality management and continuous improvement, that includes member and employee wellbeing, internal communications and health and safety.

- Create human resources policies, procedures and guidelines, embedding the organisational values of dignity, respect and compassion with an accompanying employee handbook.
- Contribute to the leadership and the work of the senior management team, championing a culture where everybody is treated with respect, compassion and dignity.
- Sourcing and management of external trainers and any relevant outsourced contracts, ensuring positive partnerships and high quality delivery.

## **Person Specification**

### **Essential Criteria:**

#### **1. Proven experience of leading the creation, improvement, and delivery of a human resources function.**

*The ability to lead confidently and persuasively, working collaboratively with an organisation's leadership team and relevant stakeholders to engage with staff and create a high performance culture where staff are empowered.*

#### **2. Expertise in human resources work, including knowledge of legislation and best practice, proven experience of applying this to a variety of situations, and the ability to work with others to resolve challenges.**

*The ability to identify and resolve human resources problems and issues. Capable in communicating with others, advising on options and appropriate courses of action. Skilled in developing culture and ways of working that are values based.*

#### **3. Demonstrable experience in creating, developing and delivering organisational strategies and culture**

*The ability to be passionate about working with people and working beyond the confines of the job description and to create a culture which has compassion, dignity and respect at its core. Willing to challenge to develop and deliver strategy and improve organisational capability and capacity*

#### **4. Outstanding communication skills and ability to influence at a senior level with a range of people and partners, from board and panel members to external stakeholders.**

*The ability to undertake formal and informal engagement activities and to communicate clearly and effectively to instil confidence and meet the needs of a variety of audiences.*

**5. Excellence in working as part of a senior management team, contributing to decision making and the management and mitigation of risk.**

*The ability to work as part of a senior team, role modelling the culture of the organisation and working in a flexible and adaptable way to address challenges.*

**6. Commitment to continuous improvement, reviewing systems and processes, and applying learning.**

*The ability to develop and deliver quality assurance and improvement in an organisation, driving up standards and performance.*

**Desirable criteria:**

**1. Expertise, or the ability to develop expertise, in developing trauma informed organisations.**

*Bringing an understanding of how trauma, redress and support spans organisational boundaries and professional groups – either with knowledge or the ability to develop knowledge and an active interest in trauma informed delivery with people.*

**2. Expertise in starting up or developing an organisation and delivering effectively in new and untested ways of working.**

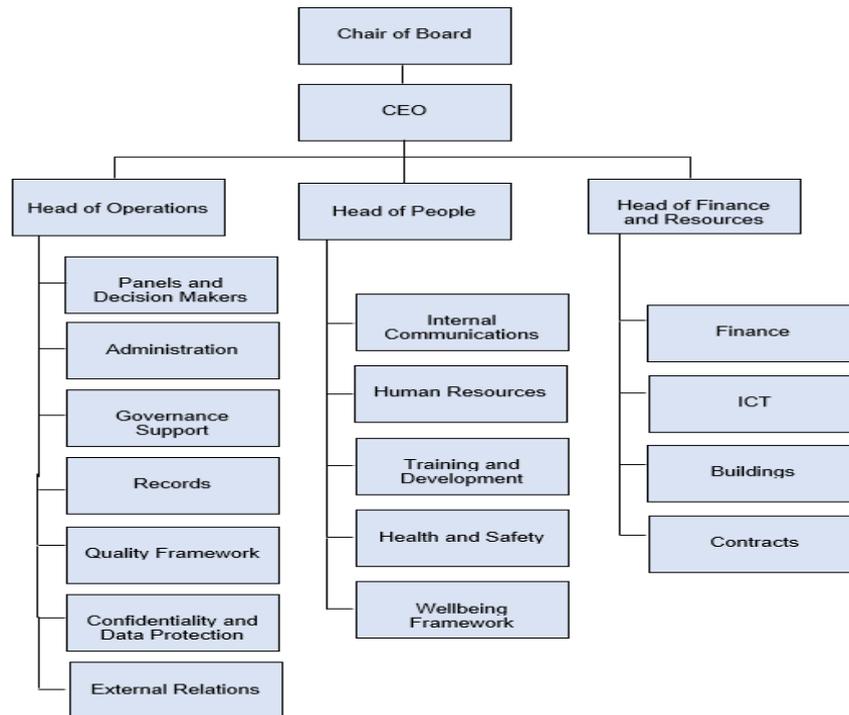
*Able to apply previous knowledge and experience to the environment of Redress Scotland, and confidently contribute to a senior team working in a new organisation and area of work. Able to deliver effectively so that survivors experience the work of the organisation as excellent.*

**Qualifications:**

Suitably experienced and holding a recognised qualification in human resources or other relevant discipline. Member of the Chartered Institute of Personnel and Development or related professional body. Experience in leading and managing human resources in an organisation.

**Please note that the successful candidate will be required to complete a Disclosure Scotland check, Scottish Government security checks and provide satisfactory references.**

**Diagram of functions in Redress Scotland:**



**How to Apply**

In order to apply, please send us the following:

1. **Your CV** (not more than two A4 pages) including three referees.
2. **An accompanying ‘letter of application’** providing evidence clearly demonstrating how you meet essential and desirable criteria. This note should refer to specific projects or tasks and use a STAR (Situation, Task, Action and Result) format. Your letter of application should not exceed 1,000 words.

To apply, please send your CV and accompanying letter of application to [tanya@seymourjohn.com](mailto:tanya@seymourjohn.com) by 12 noon on Monday 25<sup>th</sup> October 2021. This recruitment is being managed on behalf of Redress Scotland by Seymour John Public Services Limited.

**Further information**

We will inform you of the outcome of your application as soon as possible. Should your application be short-listed, it is likely that assessment centre and interviews will be conducted on Monday 15<sup>th</sup> November 2021.

For more information about the recruitment process or to request information in a different format, please contact John Lavictoire, Director at Seymour John Public Services ([john@seymourjohn.com](mailto:john@seymourjohn.com)).

For a short discussion about the role with the Chief Executive, Joanna McCreadie, please contact Paula Craik (Executive PA) of Redress Scotland

[paula.craik@redress.scot](mailto:paula.craik@redress.scot)

**Recruitment Timetable:**

| <b>Action</b>   | <b>Timeline</b>                          |
|---|--|
| Psychometric Tests and Assessment Centre (Shortlisted candidates) –through video conferencing | Monday 15 <sup>th</sup> November 2021    |
| First Interviews  | Wednesday 24 <sup>th</sup> November 2021 |
| Offers of employment  | W/C 29 <sup>th</sup> November 2021       |