



Job Description

Job title	Human Resources Co-ordinator
Salary scale	Lanarkshire Carers Salary Grade 5, SCP 15-17 Workplace Pension Scheme available 25 (rising to 30) Days Annual Leave plus 12 Public Holidays per year (pro rate for part time hours)
Hours	Up to 21 hours per week, negotiable for the right candidate, to be worked flexibly and can include occasional evenings and weekends.
Location	Post holders will be based between Lanarkshire Carers Centre: Hamilton and/or Airdrie and localities throughout Lanarkshire. Working from home/hybrid. may also be required. All staff work on an outreach basis in community, health and social care venues across Lanarkshire.

Background to Lanarkshire Carers Centre Ltd – operating name Lanarkshire Carers

Lanarkshire Carers works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire. Our commitment to place carers at the heart of the organisation ensures that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers delivers a comprehensive range of information, advice and support services. The work is delivered in locality settings throughout Lanarkshire.

The Mission of Lanarkshire Carers is to ensure that carers in Lanarkshire are identified, engaged, well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are engaged, informed, supported and empowered to manage and sustain their caring roles.
- Carers can access breaks from their caring role and enjoy a life outside caring.
- Preventative, practical and emotional support is available to carers at an early stage and ongoing throughout their caring journey.
- Carers have a voice which is heard, listened to and effective.
- Carers receive training and development relevant to their caring role.
- Communities and partner organisations are aware of carers and their issues.
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care.

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers is governed by a voluntary Board of Directors many of whom are carers. Our people are central to our success in delivering services for carers in Lanarkshire and having a positive working environment and culture.

Main purpose of job

Responsible to the Chief Executive Officer (CEO), and working as directed by the full management team, the Human Resources Co-ordinator (HRC) will have an integral role in the operational management and delivery of the organisation's human resources business support functions. This is a key role in ensuring we recruit and retain high quality staff and have effective people management and development processes. The post holder will make a key contribution and support continuous improvement in the work of the team providing specialist skills and knowledge to support the effective delivery of efficient and effective human resource operations.

The HRC will work closely with staff, volunteers, carers, and partner organisations helping develop, coordinate, facilitate and review the delivery of integrated information, advice and support services for carers in Lanarkshire.

The post holder will contribute to the successful implementation of the Strategic Framework, the development of the organisation and the service delivery model. The HRC will contribute to the development of external relationships, maintaining quality standards and ensuring the value base of the organisation is evident.

Responsibilities of the post

- Working with the management team, the HRC will oversee the development, review and implementation of people, policies and procedures and their consistent application throughout the organisation.
- Support the management team in relation to people management and staff learning and development.
- Nurture the culture of our organisations, assist the board with their ambition to be an employer of choice and contribute to all aspects of our employee health and wellbeing activities.
- Conduct regular reviews of policies and procedures relating to HR, working with external employment law advisers and other professional bodies to ensure best practice.
- Support and advise managers on all people processes including absence management, performance management development plans, disciplinary and grievance matters.
- Act as a trusted adviser to the CEO and Senior Management Team.
- Work with the business administrator to manage the effective delivery of recruitment, onboarding and induction processes.
- Contribute to personal objective setting, learning and development planning process.
- Review and manage staffing structure, job roles, descriptions and employee benefits.
- Work with the Business Administrator to maintain employee records in accordance with data protection and other relevant legislation.

- Further develop the use of our people management software to ensure that Lanarkshire Carers gets the maximum benefit from this platform (currently BreatheHR)
- Plan and support employee engagement activity and communication charter and develop processes to address any staff concerns.
- Ensure all staff matters are dealt with in a confidential and sensitive manner.
- Support and advise in relation to staff contracts and working arrangements balancing our commitments as a flexible employer and ensuring business needs are met.
- Project plan HR development activities, prepare and present any required options appraisals and manage implementation of actions agreed.
- Work closely with the Finance Co-ordinator on all payroll and employee changes.
- Collect and analyse HR data, prepare and present quarterly staffing management reports on a timely basis to inform decisions.
- Assisting the Board of Directors to meet all legal and financial requirements of the charity and ensuring full compliance with employment legislation.
- Participating in subgroups, working groups and project/work stream planning groups to provide current, accurate and relevant HR information about the charity including commentary on significant areas and to inform organisational strategy.
- Improving systems and controls surrounding all aspects of the charity's HR management as required.
- Provide support for project planning funding application and reporting, oversee and collate accurate staffing information for funders, agencies or the Board within a given timescale and in any given format.
- Undertaking other one-off projects during the year.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties. The outline is considered to provide a reasonable general description of the post.

Human Resources Coordinator Person Specification

	Essential	Desirable
Qualifications and Training	A relevant qualification in Human Resource Management, Psychology or Business-related subject or qualified by experience with a minimum of 3 years' relevant experience in a similar role.	CIPD Associate Membership/CIPD Level 5 qualification or equivalent
Work Experience	Direct and in-depth experience of delivering services and supporting individuals relevant to the responsibilities of the post outlined above. Proven track record in developing and implementing HR strategies and understanding of employment law	Third Sector Experience Experience of working with carers

	<p>provisions and statutory guidance provisions.</p> <p>Minute taking and preparing detailed, accurate meeting reports.</p> <p>Fostering positive employee relations, performance management, compliance and benefits administration.</p> <p>Overseeing the full recruitment, retention and exit cycle.</p> <p>Project Management, team leader or case management experience and service development success.</p> <p>Working within a personal outcome focused service delivery model.</p> <p>Supporting business continuity, identifying risks and opportunities.</p>	<p>Sustainable Leadership</p> <p>Experience of working on BreatheHR or similar HR platform</p>
<p>Knowledge, Skills and Ability</p>	<p>Up to date knowledge of the legislation, strategies, and policies relevant to employment, health and safety and carers</p> <p>Understanding of equalities, diversity, inclusion, data protection and information sharing relevant to the work.</p> <p>Excellent interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels.</p> <p>Excellent oral, presentation and written communication and negotiation and group work skills.</p> <p>Excellent working knowledge and understanding of Microsoft Office Suite.</p> <p>Effective team contributor with a willingness to carry out tasks as required in relation to all aspects of the organisations activities and contribute personally to all the activities of the charity.</p> <p>Excellent problem-solving skills and ability to find solutions for improvement.</p> <p>Project planning and the ability to deliver work within agreed timescales and budget.</p> <p>Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines.</p>	<p>Awareness of support services available to carers in Lanarkshire</p> <p>Knowledge of the impact of a caring role</p>

	Maintain a high level of confidentiality and discretion at all times.	
Personal Attributes	<p>Commitment to the value base of the organisation and providing quality services.</p> <p>Appreciation of and sensitive approach towards the needs and issues faced by carers is crucial.</p> <p>Ability to self-manage workload and lead teams.</p> <p>A desire to excel, both personally and through the delivery of targets within a work environment.</p> <p>Responsible and professional manner with a personal commitment to organisational excellence.</p> <p>Strong personal motivation, leadership skills and ability to motivate others.</p> <p>Confidence, enthusiasm and creativity to develop ideas and carry them forward.</p> <p>Flexibility and willingness to adapt to change.</p> <p>The highest degree of honesty and integrity.</p>	
Other	<p>The post entails work with vulnerable people and the post holder will require a registered membership of the Protection of Vulnerable Groups Scheme (PVG) for Adults</p> <p>Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation</p>	Driving License and daily access to car

May 2024