

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>People Specialist</b>
<b>REPORTING TO</b>	<b>Head of Employee Relations and HR Business Partner for Support Services</b>
<b>RESPONSIBLE FOR/JOB PURPOSE</b>	<p>Support the Head of Employee Relations and HR Business Partner for Support Services to deliver the People Plan,</p> <p><b>Deliver efficient and effective People support.</b></p> <p><b>Be the first point of contact for managers to provide high quality advice, coaching and support on all People matters.</b></p> <p><b>Support with recruitment requirements, working closely with the onboarding team and hiring managers to attract and select the very best talent as well as providing effective administrative support throughout the process.</b></p>
<b>LOCATION</b>	<b>Old Market Court</b>

## DUTIES AND RESPONSIBILITIES

### Regional People Plan, Change Management, Cultural Development and Engagement

- Work closely with the Head of Employee Relations and HR Business Partner for Support Services to develop the People Plan to create an effective employee proposition.
- Drive the change and transformation projects required in unction with the management team, engage employees in the changes impacting them via a range of communication channels.
- Provide support on organisational change programmes for example, restructures and redundancies.

### Employee Relations

- To provide high quality advice and support to line managers on all employee relations matters.
- Effective case management of Employee Relations matters such as disciplinaries, performance management, grievance and absence management which ensures legal compliance and consistency of application.

- To provide advice and guidance on disciplinary, sickness, capability, grievance, and coach managers where appropriate to ensure the effective management of performance.
- To develop effective relationships across Support Services to promote good employee relations and high levels of staff engagement and performance.
- Identify skills gaps and provide training to support Managers.
- To monitor trends and patterns in employment practices using MI and advise on appropriate proactive action as a result.

#### **Recruitment, Resource, Talent and Succession Planning**

- Proactively manage external and internal candidate pools and provide an amazing candidate experience
- Support Head of Employee Relations and HR Business Partner for Support Services to source and attract high calibre candidates
- Work closely with Head of Employee Relations and HR Business Partner for Support Services HR Business Partner and hiring managers to determine current and future resourcing requirements.
- Support HR Business Partner in organising and initiating recruitment advertising activity through relevant media channels to generate prospective employees
- Contribute to the development and continuous improvement of recruitment and administrative processes
- Follow recruitment processes and procedures and ensure that external and internal requirements are met.
- Complete DBS renewals as required.

#### **Learning & Development, Talent and Succession Planning**

- Support Line Managers to meet expectations in terms of regular performance meetings, setting and reviewing objectives with their team, to promote a culture of performance management and continuous staff development.
- Support line managers in tackling poor performance, in line with organisational policies and procedures.
- Support the Head of Employee Relations and HR Business Partner for Support Services to facilitate wider talent and performance discussions with line managers with a particular focus on succession planning and development of talent.

#### **Management Information**

- Produce regular people reports and analysis to identify trends, gaps, areas of focus.
- Produce regular reports for the Head of Employee Relations and HR Business Partner for Support Services to use when presenting information.
- Produce ad hoc reports as required from the People System in order to inform key projects and change programmes.
- Take responsibility for ensuring the accuracy of people information in the Agresso system, working with line managers where appropriate to make changes.

### **Service Delivery**

- Demonstrate and set high standards of personal and professional behaviour.
- Manage and co-ordinate own activity for the benefit of the organisation.
- Work to agreed targets for maintaining service level agreement and meet deadlines for submission of information and documents.

## **KEY REQUIREMENTS**

### **Qualifications**

- CIPD qualified
- Evidence of Continuing Professional Development

### **Experience**

- Proven experience in a HR Advisor role providing support to Managers.
- Experience of working with middle managers to identify and plan people needs
- Experience of working independently
- Significant experience in an in-house resourcing team of high-volume recruitment and a track record of using a range of sources to promote opportunities to build brand and talent pools
- Experienced in using social media sites to attract high calibre candidates
- Experience in carrying out DBS/PVG checks
- Experience of implementing a range of attraction and selection methodologies, especially innovative sourcing solutions and competency-based interviewing techniques, across a diverse range of roles is desirable
- Experience of working in a HR Shared Service environment is desirable

### **Skills / Abilities**

- Proven track record of providing effective employee relations advice
- Ability to work effectively in a team
- Demonstrate excellence in service delivery
- Good interpersonal skills and good, clear verbal and written communication skills
- Good IT skills
- Coaching and facilitation skills
- Ability to work well under pressure and to deadlines in a service environment
- Delivery focused, passionate about resourcing and exceptionally well organised
- Ability to build strong, consultative and professional relationships with managers and support them in all aspects of HR
- Able to develop credibility with internal and external stakeholders and build sound working relationships

- Ability to assess and analyse data and financial information and confident in producing regular and ad-hoc metrics to the business

### **Knowledge**

- Good understanding of the role of the HR Function
- Appreciation of the importance of a positive candidate experience
- Understanding of best practice selection methods and ability to design/implement bespoke selection assessments
- Comprehensive and up to date knowledge of employment legislation and HR best practice policy and procedures
- Understanding of current and proposed changes in legislation and the impact of these changes on health and social care services is desirable

### **Personal Attributes**

- High integrity and accountability
- Attitude demonstrates a wish to empower managers through coaching techniques, and enables them to build management and leadership capability
- Strong relationship builder
- Innovative thinker and problem solver
- Commitment to personal development and training
- Self-motivated and results orientated

**NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.**

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

<b>DATE PREPARED:</b>	Monday 9 <sup>th</sup> August 2021
<b>PREPARED BY :</b>	