



EQUALITY | RESPECT | LOVE

## Who Cares? Scotland Job Specification

Post title	HR & Workforce Development Manager
Salary range	£35,175 - £41,383 per annum
Hours of work	35 hours per week
Contract	Permanent
Area	Scotland-wide
Base location	Hybrid model, base TBC
Responsible to	Director of Finance
Last update	July 2024

**Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our mission is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland and we currently have over 4,000 members.**

At the heart of Who Cares? Scotland's work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden understanding and challenge stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy and practice. We do this collaboratively to build on the aspirations of [The Promise](#) and secure positive change.

### Purpose of the post

The purpose of the post is to provide a HR and Workforce Development function that supports the achievement of our mission and objectives.

The post-holder will deliver a broad range of HR services and advise the Senior Management Team on organisational development in relation to our staff. There is also responsibility for identifying, implementing and evaluating role specific and organisational learning and development needs. This role also manages the Health and Safety of the workforce.

The post holder will be an adaptable, innovative logical thinker who thrives within a supportive team whilst working with a great deal of autonomy and responsibility. The post holder will ensure consistency of approach across a geographically wide-spread staff team,

maintaining confidence in the HR function by working closely with leadership colleagues to support our workforce to deliver our strategic objectives.

### **Main duties and responsibilities**

1. Deliver the Human Resources function and a comprehensive HR service to the organisation, supporting managers to ensure management and staff are supported in delivering our strategic objectives.
2. Recruitment and retention: managing talent and succession planning; taking overall responsibility for recruitment activity, adhering to the organisation's recruitment policies which include our commitment to lived experience within our workforce and safer recruitment processes.
3. Ensure staff members are inducted effectively into the organisation by managing the organisational induction process and providing support and guidance to managers.
4. Provide advice, guidance and direction to managers and colleagues across the organisation relating to all employee relations issues, concluding processes quickly to a satisfactory outcome.
5. Coach managers on performance management issues and processes, concluding issues quickly with a focus on employee development.
6. Learning and development: implementation and evaluation of a comprehensive workforce learning and development programme for all staff, through effective implementation of induction, supervision and appraisal processes.
7. Design and analysis of an annual staff survey measuring employee satisfaction, as well as collation of EDI data, identifying areas that require improvement and management reporting.
8. Support staff to access employee benefits and develop an innovative strategy to support the health and wellbeing of staff.
9. Draft and lead the implementation and review of HR policies, procedures and processes, ensuring all are up to date in line with current employment law.
10. Actively participate as a member of the leadership team, consistently promoting a positive culture across the organisation.
11. Facilitate the Joint Staff Consultative Committee (JSCC) to cultivate good relationships and effective employee voice across all levels of the organisation.
12. Effectively manage the delegated HR and Training budgets.
13. Responsible for liaising with our Health & Safety provider and carrying out Health & Safety office audits.
14. Contributing Fair Work First, and other relevant HR and workforce information to tender writing.
15. Work collaboratively with the volunteer manager to ensure consistency in recruitment and training of volunteers and Board members.
16. Participate in the organisation's Safeguarding Forum to provide the necessary HR support.

17. Adhere to Who Cares? Scotland policies, procedures and values at all times.
18. Carry out any other duties commensurate with the post as agreed by the Director of Finance.

### Communication

The post holder will have key contacts with:

- Who Cares? Scotland staff
- Leadership team colleagues
- Senior Management Team
- Board Members
- Third sector HR colleagues

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 HR Manager has a lead role in maintaining a positive culture in line with organisational values.

### Working environment

This post is a hybrid role and the work base will be agreed with the post holder.

### Attitudes and values

Commitment to:

- Who Cares? Scotland's mission, aim and core values.
- Anti-discriminatory practice and equal opportunities.
- Flexible, adaptable and realistic solutions to workforce issues
- A style of working which is committed to supporting and empowering staff, with respect and confidentiality.
- Developing best practice through regular supervision and training opportunities.

### Essential knowledge, skills and experience

#### Qualifications:

- A relevant degree level qualification or equivalent work experience.
- CIPD membership.
- Eligible to obtain counter signatory for Disclosure Scotland PVG checks.

#### Knowledge:

Demonstrable knowledge of:

- Current employment law.
- Managing all aspects of an HR function and Employee relation matters.
- Workforce planning and development.

#### 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.
- Excellent communication skills honed in business partnering and advisory roles.
- Ability to build rapport quickly with key members of staff.
- Ability to represent the Human Resource function and demonstrate added value.
- Confident directing HR and advising managers on all aspects of people management and development.
- Ability to manage your time and workload to effectively meet deadlines.
- Familiarity and skill with HR systems, Microsoft Office suite, file management, and benefits administration.

**Experience of:**

- Working in a flexible, employee empowering work environment.
- Leading complex employee relations casework.
- 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.
- Managing budgets and performance targets and reporting on these.

**We welcome and encourage applications from those with experience of care.**

**Equal Opportunity Employer:** As an equal opportunities employer we are committed to diversity, equality and inclusion in our workplace. We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

**Lived Experienced Employer:** We particularly welcome and encourage applications from those who are care experienced. The term “care experienced” refers to anyone who has been in or is currently in care. This care may have been provided in many different settings, such as: Kinship care, looked after at home, residential care, foster care, secure care – living in a secure unit, and adoption.