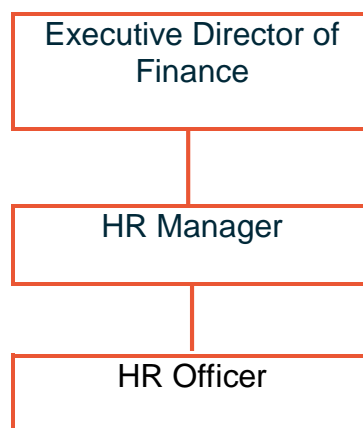


## Role Profile

<b>Job title:</b> Human Resources Officer
<b>Department:</b> HR
<b>Reports to:</b> HR Manager
<b>Grade:</b> 5
<b>Staff responsibility:</b> No direct reports

## Organisational Structure



## Job Purpose

To ensure that Cairn achieves high standards of HR practice in all operations whilst providing an advisory and consultancy service to internal and external stakeholders

## Key Accountabilities

- To provide professional advice on HR issues to all internal and external stakeholders.
- To provide advice and support to all employees in line with Cairn policies procedures and current legislation.
- To advise and support Managers on employee relations issues.
- To advise and support managers on both short and long term absence.
- To manage and co-ordinate the recruitment and new starter process from start to finish.
- To support the delivery of Cairn's Learning and Development programme.

- To support the HR Assistants on the production of contracts.
- To support the HR Assistants in maintaining the Human Resources IT system and records
- To assist the HR Managers in producing statistical and management information including monthly performance framework report.
- To provide HR related management skills training including course preparation and delivery.
- To support the HR Assistants and oversee the HR admin procedures to ensure good practice,
- To support and assist HR Managers in delivering HR Projects
- To carry out any other reasonable tasks as required
- To carry out the role using the core values of the organisation as guidance

## Person Specification

### Education

- CIPD full or part qualified or 3 years relevant experience

### Experience

- Proven experience of dealing with complex HR Issues such as grievance, disciplinary, capability and ill health termination.
- Sound knowledge of employment and best practice

### Knowledge

- A working knowledge of an HR system

### Skills and Abilities

#### Essential

- Track record of providing professional HR advice to managers on a wide range of issues
- Demonstrate a sound knowledge of employment law and HR best practice with ability to interpret, advice and working within legislation (including familiarity of TUPE) and current policies and procedures.
- Proven experience of dealing with complex HR Issues such as grievance, disciplinary, capability and ill health termination.
- Experience of undertaking and achieving HR project work
- Ability to contribute to the development of policies and procedures
- Able to work with, report and understand statistical information.
- Ability to develop and deliver management skills training.
- Sound IT skills including use of MS Office applications and the ability to use HR systems.
- Experience and knowledge of Data Protection, its impact on HR work and the importance of working with discretion and trust with this information.

- Excellent interpersonal and communication skills.
- Excellent administrative and organisational skills.
- Confidence and ability to relate to people at all levels.
- Self-motivated to achieve results.
- Flexible attitude and approach.
- Proven problem solving skills.
- Ability to work under pressure without supervision.
- Ability to travel to any Cairn property as required.

## Desirable

- Membership of CIPD
- Familiarity with specific HR information systems e.g. CHRIS 21
- Excellent interpersonal, verbal and written communication skills
- Experience of engaging / negotiating with recognised trade unions
- Negotiation and mediation skills
- Confident, enthusiastic, flexible and adaptable
- Ability to accept responsibility and work on own initiative
- Committed to continuous Personal Development and willing to undertake training as required

## Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
- Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)
- Communication (is proficient in both written and verbal communication)

## Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance