

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** HR Business Partner

**Location:** Scotland

**Team/Directorate:** HR & OD

**Responsible To:** Senior HR Business Partner

**Responsible For:** HR Assistants

# 2. JOB PURPOSE

Support the delivery of an excellent HR support and advisory service by working in partnership with all internal and external stakeholders to provide professional advice on all areas of employment law and best practice, and support organisational change and improvement

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Provide professional, expert advice on all areas of HR by advising and supporting managers through people management matters to ensure that a fair approach is applied to all cases, in line with Policies and Procedures, employment law and Best Practice to mitigate risk.
* Advise and guide managers who conduct formal processes across The Group during investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.
* Manage HR change projects and processes such as TUPE, Redundancy, Restructures, and Consultations, to support current and future organisational aims and objectives.
* Lead, develop and motivate direct reports to provide an excellent service suited to current and future organisational needs.
* Oversee the HR Assistants and provide direction and support on the delivery of the HR Administration service including: identifying process and system improvements, creating and running reports to streamline the service, and assisting with prioritisation and delegation of project support, to ensure the HR service is effective, streamlined, within legislation and policy requirements and agreed SLA’s.
* Advise and support all Managers through partnership working in the development and engagement of their people and provide expert advice on relevant policies, procedures, and legislation, to support the business aims and objectives.
* Develop and sustain strong working relationships with external stakeholders to support the services provided and discuss future requirements, to support the continued development of the HR Service.
* Provide support and input ideas on the delivery of strategic projects which support organisational success and future proofing through delivery of the People Strategy Action Plan.
* Plan and deliver identified HR operational projects which support the continuous improvement of all areas of the HR service, and provide an excellent service to our customers.
* Produce and analyse reports to assist when providing statistics to SMT and Board on monthly and quarterly KPI’s, and identifying trends within the business and areas for improvement to discuss with operational managers during Business Partnership meetings, to improve future performance and reduce risk to the business.
* Monitor budget spending in line with Line Management delegation, to keep within allocated costs.
* Maintain and update Policies and Procedures in line with legislative changes, as well as on a cyclical basis. Consult with staff and, where appropriate, create project groups across the Group to support any policy changes and ensure a fair and consistent approach to implementation.
* Maintain all HR systems by ensuring data is up to date and correct, identify improvements, and implement any changes to ensure they are fit for current and future purpose, support staff, and are in line with legislation.
* Input into the creation of effective training and deliver to all staff in the Association when implementing a change, to support and embed new working practises.

**3.2 Key Performance Indicators**

# Outcomes and measures

# Responsible for the monitoring and reporting of relevant KPI’s including Turnover, Absence,

Performance Management.

Delivering an HR Advisory Service and Case Management within SLA’s

Responsible for supporting the groups People Strategy Action Plan and other strategic projects identified through the business plan.

Responsible for monitoring and managing the HR Assistants engagement levels.

Responsible for the supporting the input of data on HR systems.

Responsible for maintaining the Absence and Turnover management processes within the business

Responsible for delivering agreed Business Partnership meetings with all stakeholders.

Responsible for maintaining policies and procedures in line with employment law and best practice.

# 3.3 Key Contacts – Internal & External

# Solicitors

* Recognised Unions
* External Partners
* All staff – Inc. Managers and SMT
* ACAS
* CIPD
* Disclosure Scotland
* Best Companies, staff engagement.
* System Providers – E.g. Natural HR, Cornerstone, learnPro, Turning Point HR
* Service Providers –, Assess Development Solutions, training providers, Insurers

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**HR Business Partner**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Substantial experience of providing HR advice and dealing with complex HR Issues | CIPD Membership  Relevant HR Qualification |
| Experience | Substantial experience of dealing with and advising on complex HR Issues and employment law.  Substantial experience of leading, motivating and engaging a team to deliver results.  Experience of creating, developing and improving Policy and procedure  Experience of delivering projects  Experience of working in business partnership with senior management and extended management team.  Experience of creating reports and analysing data.  Extensive experience of TUPE and Mergers  Experience of working in an HR Business Partnership Model | Experience of implementing and improving HR systems.  Experience of Dealing with Unions  Experience of mediation |
| Knowledge | Excellent and up to date understanding of Employment Law, compliance and best practice.  Knowledge of conflict management strategies and solutions.  Strong generalist HR background covering all employee lifecycle stages. | Understanding of organisational and sector issues |
| Skills | Organised, adaptable and able to deal with conflicting priorities and busy workload.  Collaborative working to ensure effective project delivery and informed decision making.  Decisive individual who can confidently make informed decisions and recommendations  Strong negotiator and influencer both externally and internally at differently levels adapting approach as required.  Critical listening skills, can have challenging conversations and be role of the critical friend.  Good communication and presentation skills  Ability to direct and motivate a team to success.  Able to react to unexpected changes and complications while dealing with challenging processes. |  |
| Personal attributes | Compassion, humanity and fairness in approach.  Handling highly confidential information in an honest and trustworthy way.  Proactively develop and sustain relationships with key stakeholders to inform how to influence them.  Ability to select appropriate communication channels to engage and gain buy in from different audiences.  To be able to adapt decisions and practices to take account of changing priorities and external influences. |  |
| Additional requirements | Full Driving Licence with access to a car.  Working from several different offices, each with its own culture.  Travel to any Court, all based in Scotland  Able to work remotely and from home |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**