**Job Description**

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

**Job Title:** Service Lead (HR & OD)

**Location:** Scotland (Offices in Edinburgh, Irvine, Bellshill & Inverness) plus homeworking

**Team/Directorate:** HR&OD / Finance and People Services

**Responsible To:** Director, Finance and People Services (& Depute CEO)

**Responsible For:** HR Business Partners and other staff in the HR/OD team

# 2. JOB PURPOSE

The Service Lead (HR & OD) supports the Director, Finance and People Services with the creation of, and with leading the delivery of, OD and HR strategies which support the overall strategic aims and objectives, working within the policies and frameworks agreed by the Group Board and its subsidiary Boards, and any future subsidiaries.

Manage the provision of an excellent HR Support and Advisory service in alignment with Cairn’s Vision & Values and current employment legislation and best practice to ensure delivery of the People Strategy across the Group.

The Service Lead (HR & OD) s the HR Business Partner to the Executive Team to ensure people issues and development are considered with strategic planning and decision making.

The role is not a member of the Executive Team, but is the senior operational lead, and senior professional advisor, on all HR & OD matters across the Group

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

* Support and advise the Director, Finance and People Services with the creation of a programme of Organisational Development in accordance with Association’s strategy, vision, values and desired culture.
* Lead and implement the delivery of a transformational programme of Organisational Development & Cultural Change through the implementation of Cairn’s People Strategy Action Plan.

* Support the Director, Finance and People Services with the creation of HR strategies in accordance with Association’s People Strategy, vision, values and desired culture.

* Lead the implementation and delivery of both strategic and operational HR projects which support organisational success and future proofing through delivery of the People Strategy Action Plan.

* Provide insight on HR & OD areas to Director, Finance and People Services to identify trends and areas of improvement which will assist with the creation of strategies.

* Manage and evolve the HR Business Partnering model to create an effective, efficient and high quality HR support and advisory service through, which demonstrates an active commitment to embedding and promoting the Vision & Values of the Group.
* Manage and evolve an effective and collaborative Organisational Development Service, which supports Cairn Housing Association in developing its employees in helping them reach their potential, promoting organisational growth.
* Develop and sustain strong working partnerships as the Group’s Lead HR & OD Business Partner for the Executive Team and Chief Executive in the development and engagement of their people, provide expert advice on relevant policies, procedures, and legislation, to support the business aims and objectives.

* Identify and lead the delivery of corporate training programmes in line with Organisational priorities.
* Influence the Executive Team and Chief Executive and other service managers with operational and people development improvements identified through Business Partnership meetings.

* Create and develop reports and reporting dashboards in order to provide statistics to Executive Team and Board on monthly KPI’s, analyse data to identify trends and areas for improvement.
* Manage and monitor the HR&OD Risk Register.
* Research and apply learning in OD, effectiveness, leadership, performance and the full change management lifecycle to build organisational agility, anticipating and responding to both internal and external challenges**.**

* Research in relation to Human Resources and Employment Law case studies, including upcoming best practice and benchmarking with other organisations to add value to our internal HR services.

* Lead the HR & OD team by providing direction and support to ensure that management is effective, within legislation and policy requirements, mitigating risk, and the service is within agreed SLA’s.
* Lead, develop, coach, and motivate direct reports to provide an excellent service suited to current and future organisational needs, as well as their own professional development.
* Manage the staff development and HR budgets working collaboratively and flexibly with colleagues and stakeholders to achieve best value for money whilst meeting business needs.
* Manage formal processes across the Group by conducting 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.

**3.2 Key Performance Indicators**

# Outcomes and measures

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

Performance Management.

Monitoring and proposing identified improvements, which sustain high level and improve Staff engagement levels.

Support the development and delivery of the Group’s People Strategy and supporting the delivery of other organisational strategies and objectives.

Responsible for the delivery and management of strategic projects and plans.

Responsible for the development and reviewing the effectiveness of HR & OD systems.

Responsible for measuring and managing the HR & OD departments SLA’s and high standard service provision.

Responsible for Managing HR & OD people management processes within the business, such as Performance Management, Absence Management, Recruitment, etc.

Responsible for managing and evolving the HR & OD Business Partnership meetings with all stakeholders.

Lead and promote HR & OD Partnership working internally and externally to drive and deliver organisational strategies, KPIs and SLAs.

Responsible for the creation and implementation of HR & OD policies and procedures in line with employment law and best practice.

# 3.3 Key Contacts – Internal & External

# Board, Executive Team and Chief Executive

# Solicitors

* Recognised Unions
* External Partners, forums, other HA’s
* All staff – Inc. Managers and Executive Team
* 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 OD Service Lead**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Educated to Degree Level or extensive experience of leading an HR & OD service within a fast paced environment. | CIPD Membership  Relevant HR Qualification |
| Experience | Substantial experience in HR&OD Service Delivery and Change Management.  Experience inputting into the creation of strategies  Substantial Experience of leading, motivating and engaging a team to deliver results.  Substantial experience of employment law and providing Business Partnership and Advice to a Senior Team.  Substantial experience of working within a Business Partnership model  Substantial Experience of dealing with complex HR Issues, TUPE, and Union  Extensive experience of creating, developing and improving Policy and Procedure  Substantial experience of delivering strategic projects.  Extensive experience of identifying organisational improvements and interventions through business intelligence and statistical data.  Experience of analysing employee feedback and data, with the aim of creating a better working environment and engaged culture  Experience of Workforce Planning | Experience of implementing systems.  Budget Management Experience  Experience of mediation |
| Knowledge | Knowledge of using reporting to analyse and assess current and future needs.  Knowledge of Organisational Development such as L&D practises  High level of up to date understanding of Employment Law, compliance and best practice. | Understanding of organisational and sector issues particularly in relation to recruitment and retention issues and skills gaps. |
| Skills | Proven ability to both lead and manage strategic change/transformation projects  Delivery of a range of OD methodologies and tools  Demonstrable success of working in partnership with managers to deliver innovative HR &OD solutions that meet business need.  Reviewing and implementing performance management frameworks  Develop and deliver a range of learning and development approaches and interventions  Workforce planning  Leadership skills including planning, prioritisation and team development and evaluation  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  Budget Management  IT Literate | Mediation |
| 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.  Able to work remotely from home  Travel to any Court, all based in Scotland |  |

**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:**