
JOB DESCRIPTION

Head of Human Resources

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Job Purpose

Reporting directly to the Director of Corporate Services, you will be responsible for workforce planning within VSS to ensure that as an organisation, we can accomplish our vision, strategic and operational plans.

You will be responsible for ensuring that the day-to-day people development standards and processes are in place and compliant with legal requirements, and a range of learning solutions are planned for, designed, delivered, monitored and evaluated.

You will be responsible for the HR and L&D support across the organisation, while ensuring that the organisations practices and policies meet the needs of the organisations values and behaviours. Being comfortable to get hands on with staff to understand the challenges they face is critical, while being able to provide sound and practical advice to the leadership teams, as required.

You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

As a key member of the Corporate Leadership Team (CLT) you will play a key role in working collaboratively with colleagues to ensure continuous improvements in your area of expertise and provide support across the organisation to ensure the organisational objectives are achieved within the business plan.

Additionally, you will support the leadership teams by producing high quality data and proposals to support the decision-making processes. You will also work with them to manage individual casework and develop their competence and confidence in all people matters.

Key Accountabilities

- Responsibility to analyse the current workforce, determine future workforce needs, identify the gap between the workforce VSS has available and our future needs, and implementing solutions.
- Develop a workforce planning strategy that encompasses:
 - recruitment and engagement
 - responding to the needs of service user base
 - career development and succession planning across VSS
 - identifying relevant talent management and people development strategies, including onboarding
 - employee retention initiatives and improving the work life balance and wellbeing
- Develop workforce planning systems and processes to support the strategy.
- Responsible for initiatives for organisational benefits, pay and reward and proactively support attendance at work and absence management processes. Including, overseeing payroll and leading on the management and administration of the pension scheme for employees in collaboration with Finance colleagues.
- Maintain all people development policies and procedures and provide guidance and interpretation to staff.
- Responsible for the implementation of VSS performance management processes and coordinate evaluation procedures to ensure that all staff appraisals are completed, and goals set to meet business objectives.
- Oversee Learning needs analysis and creation of an annual learning plan (shared learning needs – PDP summary) for consideration and approval of the leadership teams.
- Demonstrate knowledge of legal requirements related to people development, reducing legal risks and ensuring regulatory compliance, including ensuring learning and development material achieves and maintains CPD accreditation status as required.
- Maintain knowledge of sector trends and make strategic and operational recommendations to the leadership teams and Board of Trustees for improvement of organisation's policies, procedures and practices on people development and workforce planning initiatives.
- Design, develop and maintain a people management system that meets all staff and information needs.
- Ensure effective employee voice through support of the Joint Consultative Committee (JCC). Ensuring organisation wide representation and communication methods are in place.
- Proactively support and implement VSS's Equality & Diversity Strategy.
- Participate in and actively contribute to relevant working groups or Fora in the organisation such as Safeguarding and Equality and Diversity.
- Ensure compliance with GDPR as it relates to people development and supporting systems and processes. Maintain all people management files, both physical and digital.
- Identify and work with external partners and knowledge experts on initiatives as required.
- Utilise professional support from VSS's legal advisers as required.
- Lead on and manage the maintenance of and achievement of relevant accreditations which demonstrate the value of people in the organisation.
- Responsible for the development and ongoing delivery of meaningful people development KPI reporting mechanisms, incorporating key areas such as absence, turnover, retention and equal opportunities and recommend actions for improvement.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

- Be a role model, showing energetic, determined, positive, robust and resilient leadership with an ability to inspire confidence and respect and exemplify high standards of conduct for all staff.
- Adopt a flexible leadership style, able to move through visioning to implementation, through collaboration/consultation to challenge as appropriate and able to give and receive constructive feedback.
- Within your areas of responsibility, ensure compliance with all related policies and procedures and provide additional management cover as requested when necessary.
- Work to embed a coaching culture within your areas of responsibility that upholds the values of VSS.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- To provide effective support and performance management to ensure all staff with a line management remit achieve their objectives within the agreed timescales.
- At all times role model the behaviours and values of VSS.
- Lead and manage the HR Team effectively, ensuring high standards of service to the leadership teams and employees and quality outputs.
- Coach, guide and advise the leadership teams to effectively and proactively manage employee relations.
- Implementation and management of HR systems of work and processes, ensuring light touch and agile approaches that mirror the VSS approaches to Service User support.
- Implementation and management of the HR Information Systems (HRIS) and learning management systems (LMS).

Communication Skills and Representing the Organisation

Internal: Chief Executive, ELT, CLT, Heads of function and all VSS Staff and volunteers
External: External consultants, employment lawyers, occupational health services, recruitment agencies

- Communicate effectively with a range of audiences giving advice, coaching, mentoring, negotiating, influencing and persuading face to face, MS Teams, by phone, email and letter.
- Prepares reports for Director, ELT on non-routine matters and attend ELT meetings to speak to reports as required.
- Attend CLT meetings, producing reports and proposals as required.
- Deals frequently with conflict resolution.
- Encourages others to adopt a particular course of action.
- Frequent interactions which require a diplomatic and empathetic approach.
- Deal assertively and positively with difficult, upset and angry people.
- Writes and interprets sensitive and complex information which is shared internally and externally.
- Builds and sustains relationships with managers, staff, volunteers, and external bodies/partners.

Additional Duties

- Responsible for making people management decisions and progressing a range of activities, which will have an impact across the organisation.
- Responsible for the management and performance of the HR Officer, Learning and Development officer(s) and any additional temporary support required by the team.

- Responsible for prioritising and managing own workload and using discretion and initiative over the wider areas of work.
- Responsible for budget ensuring that expenditure is kept within budget and that VSS's financial policies and procedures are adhered to at all times
- Responsible for developing and maintaining existing information database, all people management records and files and external participants.
- Ensure complete compliance with GDPR, Data Protection legislation, policy and procedure and the employment practices code, including CPD Accreditation.
- Ensure that recruitment activity meets organisational need and complies with legal requirements, best practice and safer recruitment.
- Responsible for overseeing the administrative and transactional aspects of HR, for example contracts of employment, and ensuring that output is generated quickly and accurately.
- Analyses and interpret complex information relating to employment law and policies and procedures to support the resolution of difficult staffing or management issues.
- Responsible for identifying areas which require new people management policies, or updating of policies, and will draft these for comment by the CLT and approval by ELT.
- Responsible for managing employee contracts on behalf of VSS, for example Employee Assistance Programme, Occupational Health provider, Disclosure Scotland.
- Other duties that may be required by the Board of Trustee and the CEO

KEY REQUIREMENTS		
1.	Qualifications	EVIDENCED
	Educated to degree level or equivalent and CIPD professional qualification at Chartered level	E
	Evidence of Continuing Professional Development	E
2.	Skills / Abilities	
	Excellent working knowledge of MS Office Suite and strong IT skills	E
	Working knowledge of video editing software, expertise in PowerPoint and other software design.	D
	Demonstrate digital approaches to your area of work	E
	Ability to strongly focus on engaging and partnering with other managers.	E
	Ability to take a business approach to work, using data and business insight to find people solutions to organisational issues.	E
	Ability to demonstrate your authority to drive and deliver people change.	E
	Using expertise to coach and influence managers on people issues.	E
	Strong employee relations and conflict resolution skills	E
	Ability to present information to leadership teams	E
	Ability to prioritise multiple projects simultaneously and exercise discretion and confidentiality	E
	Strategic vision and awareness	E
	Leadership and management	E
	Planning and quality	E
	Innovation and problem solving	E
	Team work	E
	Communication and interpersonal effectiveness	E
	High level of attention to detail	E
	Strong interpersonal skills	E
	Strong written and verbal communications skills	E
3.	Experience	
	Substantial post qualification experience in HR & L&D	E
	Experience of designing and introducing the establishment of digital learning resources	D
	Experience of managing, developing and implementing complex HR or L&D programmes.	E
	Experience of measuring the impact of your work using business metrics and feedback.	E
	Experience of working within the charity/ not for profit sector	D
4.	Knowledge	
	Excellent knowledge and understanding the complexities of working with diverse staff groups	E
	Strong understanding of employment law	E
	Working knowledge across the whole organisation	D
5.	Behaviours	
	Focused - highly organised and self-motivated with effective leadership style	E
	Strong approach to performance management with the ability to define and measure outcomes of success	E
	Ability to cope with rapid and sustained change and competing demands	E

	Results focused, driven, proactive,	E	
	Honesty, reliability, transparency and integrity	E	
	Willing to be flexible in working hours and able to travel as required	E	