
JOB DESCRIPTION

HR Officer

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

As a key member of the Human Resources Team and reporting directly to the Head of HR you will be responsible for first line HR support and advice to managers on all people policies and processes on a day-to-day basis across the organisation.

You will be responsible for leading several HR processes across the employee lifecycle, including but not limited to; recruitment and induction, HR administration, absence management, employee relations, health and wellbeing, engagement, supporting payroll as well as undertaking project work. This is a hands-on role, and you will be expected to balance multiple priorities simultaneously.

Key Accountabilities

- Provision of accurate, professional and timely HR advice and guidance to line managers on HR policies, and processes.
- Work collaboratively with Head of HR in HR policy review and new policy implementation in line with best practice and current legislation.
- Responsible for answering employee queries on HR policies and processes.
- Continuous review and improvement of recruitment campaigns to ensure a diverse and inclusive reach.
- Responsible for end-to-end recruitment and selection activities including creation of job adverts, screening applications, interview scheduling, issuing contracts and vetting/ pre-employment checks e.g. PVG and disclosure applications.
- Responsible for issuing all HR letters to employees and ensuring HR issues are dealt with efficiently.

- Responsible for supporting and guiding managers in relation to absence management, working collaboratively to ensure that employees and managers are supported.
- Responsible for supporting line managers with all employee relations related matters and proactively managing cases, such as employee relations and performance management.
- Support, guide and coach line managers throughout the organisation to ensure confidence and competency in people management.
- Collation of monthly payroll information and liaison with Finance department, ensuring accuracy.
- Ability to extract and understand people data from the HR System to feed into the monthly and annual reporting to inform developments.
- Oversee the exit interview process, analysing the information and providing feedback to the Head of HR and management on key issues/recurring themes to improve retention of staff.
- Support of the Joint Consultative Committee, through attendance where required and effective working relationships with employee representatives.
- Support the HR team in driving employee engagement and the maintenance of and continuous improvement of accreditations.
- Support of the Learning and Development function through supporting learning needs analysis, planning and learning design and delivery.
- Contribute to the delivery of relevant learning modules, including achieving accreditation where relevant.
- Proactively supporting delivery of health and wellbeing initiatives.
- Help to drive new initiatives and projects within the Learning and Development and HR function to meet strategic objectives and business plans.

Communication Skills and Representing the Organisation

Internal: ELT, CLT, Heads of function, staff, JCC

External: Disclosure Scotland, Scottish Government, Stakeholders, Partners, Other Agencies and Professionals, providers

- Personable with strong communication and relationship building capabilities across all levels
- Ability to lead challenging conversations and deal with conflict resolution
- Excellent organisational and administrative skills, with excellent attention to detail
- Communicate effectively with a range of audiences giving advice, negotiating, influencing and persuading via face to face, MS Teams, by phone, email and letter.
- Maintain a diplomatic and empathetic approach where required.
- Build and sustain relationships with managers, staff and volunteers.

KEY REQUIREMENTS		
1.	Qualifications	EVIDENCED
	Graduate in Human Resource Management or relevant subject matter or CIPD level 5 qualification (level 9 Scotland) or Substantial relevant experience and working towards above qualifications.	E
	Associate CIPD	D
2.	Skills / Abilities	
	Ability to work under pressure and to respond quickly to changing circumstances and to tight timetables	E
	Ability to cope with challenging conversations and conflict	E
	Ability to exercise discretion and confidentiality	E
	Ability to plan and organise a complex workload ensuring quality of output	E
	Innovation and problem solving	E
	Ability to demonstrate excellent teamwork	E
	Able to demonstrate customer focus to concentrate on existing and potential customers needs and wants and exceed expectations	E
	High level of attention to detail	E
	Analytical skills – must be able to understand, collect, analyse, report and present data	E
	Strong communication and relationship building capabilities across all levels	E
	Ability to set clear objectives and standards to ensure accountability and responsibility of others	E
	Ability to challenge thinking professionally and constructively where required	E
3.	Experience	
	Substantial relevant experience in delivering a comprehensive human resources experience across functions	E
	Experience of working in the not-for-profit sector	D
	Experience of working with BambooHR or a similar HR System	E
	Experience of designing and/or delivering learning and development	D
	Demonstrable experience of dealing with case work-	E
	Experience of managing the recruitment lifecycle-	E
	Experience of supporting a payroll process	D
4.	Knowledge	
	Strong knowledge of all core areas of HR	E
	Excellent knowledge of Microsoft office applications e.g. Excel, Outlook, Word and SharePoint	D
	Knowledge of safer recruitment practices	D
	Strong knowledge of Employment legislation	E
	Good understanding of Equality, Diversity and Inclusion	E
5.	Behaviours	
	Highly organised and self-motivated	E
	Ability to cope with rapid and sustained change and competing demands	E
	Personable and approachable	E

	Driven and determined, keen to deliver excellent HR service	E	
	Honesty, reliability, transparency and integrity	E	
	Willing to be flexible in working hours and able to travel as required	D	