

JOB DESCRIPTION

Evaluation Date	
Grade	

Job Title:	Human Resources Officer	Reports to:	Human Resources Manager
Department:	Human Resources	Location:	Vantage Point Office
Work Pattern:	Monday to Friday	Contract Status:	Permanent

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

- welcoming** all,
- each one of us **caring** about what we do,
- being **passionate** about how we do it,
- and feeling **proud** of what we achieve

JOB PURPOSE

You are responsible for HR service delivery, guidance and support to our managers and supervisors. You will provide advice on how to implement policies and procedures ensuring compliance with relevant HR and employment law practices.

You provide support to all our staff taking a pro-active approach to prevent issues arising. You champion the HR and people related policies procedures and ways of working across the organisation.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. You are responsible for implementing the new HR and people technology software within timescales as set out in the project plan. You will ensure the accurate migration of data within central HR, L&D and onsite employee's records.</p> <ul style="list-style-type: none"> ○ Accurately compile, collate and audit all existing databases to ensure they are ready for migration to the new system ○ Work with key project stakeholders to ensure information is shared and tasks are completed to standard and within agreed timescales ○ Conduct the necessary checks throughout the project to ensure the system is tested 	70%

<ul style="list-style-type: none"> ○ Plan and coordinate user training with the support from key departments, i.e. IT, L&D and end users ○ Identify appropriate rates of pay including calculations of holiday pay, statutory and occupational sick pay to be incorporated in to standard processes. ○ Ensure accurate staff records are maintained and stored in accordance with legislative best practice. <p>2. Provide an HR advisory and consultancy service to management, ensuring consistency and fairness in the treatment of staff through the application of Edinburgh Leisure's policies and procedures</p>	30%
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RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Nil
Salary bill for all staff reporting:	Nil
Responsibility for finance and level of financial control:	Review and check invoices for accuracy, make purchasing recommendations for recruitment advertising
Responsibility for Physical Resource:	Regular use of a PC, Laptop and phone
Responsibility for Data and Information:	Working with high volumes of confidential and sensitive personal data, where extreme levels of care and attention are required

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>You will:</p> <ul style="list-style-type: none"> • Working under the direction of the HR manager you will coordinate the implementation of the new OpenHR software. • You will ensure that all key stakeholders are briefed effectively so that each party adheres to planned timescales. • Organise your own workload to achieve the outcomes required of the project. • Plan out activities and make decisions within the remit of the project, where problems arise you will be expected to find out why and offer solutions you will have access to Project Manager to escalate issues. • You will allocate duties to others according to the project plan • Respond to enquiries and makes recommendations for action based on own knowledge, experience and compliance with procedures • Check data before processing and report anomalies back to the manager for investigation. • You may have to coach and persuade others to adopt a particular course of action to ensure that all parties are working effectively • Train, coach and support employees to enable them to use the new 'self-service' function • Advise managers on how to effectively and fairly deal with any people issues in the workplace, such as absence management, suspected misconduct and relationships at work • Provide support at meetings which arise out of any policy, such as absence management, investigations and disciplinary • Advise (both Manager and employee) on parental leave entitlement and monitor leave periods accordingly • Liaise with and support managers to ensure a seamless transition between employee recruitment, induction and orientation • Use your professional expertise to interpret and advise on policies

Communication & Representing The Organisation

You will:

- Deliver a great service to staff and internal customers and continuously seek to improve the service provided by the HR department.
- Build relationships with key stakeholders such as Managers, our recognised union representatives and our external suppliers and partners
- Provide an HR advisory service within each venue, for example, on-site HR surgeries to give our staff an opportunity to raise issues and explore ways of resolving them at an early stage
- Need to be able to help people who are facing very difficult emotional situations e.g. redundancy, bereavement, harassment
- Use effective influencing and persuasion skills to convince people (sometimes more senior to you) to take the right course of action
- Role model our values
- Facilitate meetings to help reach mutually agreed outcome, where you may have had to persuade one or more parties to compromise

Safeguarding Our Customers

Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.

- Understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)
 - Your venue's Normal Operating Plan (NOP)

Deliver a great standard of customer service to all your customers, by working with them to understand their specific needs and tailoring your service to support them appropriately e.g. looking after the welfare of all or staff ensuring fair and consistent treatment and upholding our Values.

Work with external suppliers to ensure that appropriate care and support is provided e.g. occupational health, additional support agencies

Problem Solving

You will:

- Review investigation reports to ensure consistency and fairness, and agree who will Chair disciplinary hearings (if required). Attend disciplinary Hearings, provide expert advice to the Chair, take accurate notes and draft the outcome letter for the Chair
- Examine evidence in an objective manner, to identify risks and gaps in information and ensure that competent and robust advice is provided.
- Evaluate a range of outcomes and consider the longer term impact on the organisation, e.g. ensuring that the right steps are taken in the management of a case that avoids litigation
- Provide sound advice on how best to deal with a range of employee matters much of which should be procedural but may require you to consider a range of options and be able to determine for yourself the most appropriate course of action.

Impact On Organization
The HR team is responsible for looking after the culture and employee experience. The advice that you provide could have significant impact to individuals and also the organisation, in extreme circumstances risking litigation. You are therefore expected to work within recognised codes of (employment) practice.

JOB DEMANDS	
Physical	This role is predominantly office based with a combination of desk based work and meetings. It involves working with a PC and/or laptop and mobile communication devices. You will be expected to travel between venues as required meeting with people and occasionally meeting staff in their homes.
Mental	This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively providing appropriate support and guidance in accordance with legislative requirements. You need to be able to work on a number of different areas of work and cope with interruptions as they arise.
Emotional	This role involves working within a team to deliver excellent customer service. Working with people you will have to deal with a wide variety of sensitive information therefore you must maintain confidentiality and professionalism at all times.
Environmental	You will be based centrally at our support offices at Vantage Point but will be expected to make regular visits to your venues.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	For this role, you will be expected to have either: <ul style="list-style-type: none"> Gained a CIPD recognised qualification (equivalent to graduate level) or Have commensurate experience at officer level and be working towards a CIPD recognised qualification 	
Knowledge and Experience:	You should be numerate and literate with high levels of accuracy as you will be required to regularly produce: <ul style="list-style-type: none"> letters and reports contracts of employment salary calculations statistical reports on KPIs You should be familiar with software packages such as Microsoft office or similar	Have experience of providing specialist advise to others
Additional Requirements	You are expected to demonstrate the behaviours as outlined in our 'Essentials' Behaviour Standard	

(e.g. competencies):	<p>You should be an effective communicator and be able to:</p> <ul style="list-style-type: none"> • Encourage open communication between staff • Gives clear instructions and makes sure instructions are understood • Conveys sensitive or unwelcome information tactfully and persuasively • Offers solutions persuasively and convincingly 	
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DISCLOSURE/PVG REQUIREMENTS
The post holder requires a Basic Disclosure prior to commencement of work

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed **Date**