

Job Description



Title	Head of HR and Support Services
Based	Leith, Edinburgh with option to work in a hybrid manner
Dept/Region	Finance & Resources
Line Manager	Director of Finance & Resources
Status	Permanent, 1 FTE/35 hours

Our Mission

For 60 years, the Scottish Wildlife Trust has worked with its members, partners and supporters in pursuit of its vision of healthy, resilient ecosystems across Scotland's land and seas. The Trust successfully champions the cause of wildlife through policy and campaigning work, demonstrates best practice through practical conservation and innovative partnerships, and inspires people to take positive action through its education and engagement activities. It also manages a network of over 100 wildlife reserves across Scotland and is a member of the UK-wide Wildlife Trusts movement.

Our Values

- We are pioneers
- We are always learning
- We act with integrity
- We are evidence-based
- We are impact focused
- We are collaborative

Overall Purpose of the Role

The purpose of the Head of Human Resources role is to bring professional, strategic and supportive leadership, leading and developing a suite of coherent strategies which support an efficient, high-performing and engaged organisation striving for continuous improvement and delivering impact.

This role combines strategic and operational leadership and will work collaboratively to balance professional requirements with a holistic approach. The role will work closely with senior staff to ensure the Trust adheres to legislative requirements and delivers a comprehensive suite of HR services for staff.

Key Success Areas

The key success areas are:

- Building strong working relationships at all levels to influence and engage staff
- Maintaining and building on the strong, positive culture within the Trust
- Providing strategic direction and support on all aspects of HR and organisational development
- Ensuring compliance with employment law and providing guidance as necessary

- Ensuring a range of policies, procedures and guidance which support the delivery of the Trust's vision through effective and supportive people management systems.
- Effective delivery, with the support of your team, of organisational support including support services and premises management

Main Objectives

HR operations

- Working with the HR Officer, provide HR advice to managers and staff on all aspects of HR management, employment law and the Trust's policies and procedures. Building strong working relationships at all levels to influence and engage staff.
- Employee life cycle - oversee and own the systems to support the employee life cycle including onboarding for new employees and offboarding for leavers. You will monitor any trends and proactively address any areas of concern.
- Systems and information management – hold responsibility for ensuring effective management of employee personal data throughout its lifetime.
- Employee relations – be the first point of call in regards to managing any employee relations casework and support the HR Officer to develop in this area.
- Reporting – provide regular updates and reports to support effective strategic management and oversight
- Payroll processing – this role performs and manages the whole payroll cycle on a monthly basis in conjunction with the HR officer and the Director of Finance & Resources. You will be responsible for managing the cycle of payroll, calculating employee benefits and pension administration within set time targets. Note: this aspect of the role is under review and it may transition to another department in the future with this role assisting with payroll processes but not managing.
- Employee engagement and wellbeing – Monitor and review employee engagement and wellbeing and the success of any initiatives put in place. Act as the Trust's designated safeguarding lead, act as counter signatory for PVG scheme checks and abide by safeguarding procedures. Participate in Health & Safety Committee to ensure effective wellbeing protocols and management interventions across the Trust.
- Performance management – ensure performance management system operates effectively across the Trust and provide best practice advice and guidance to managers as required.

Support Services

- Oversee the facilities and premises function providing advice and guidance to the Facilities Administrator.
- Oversee the Support Services function by working closely with the administrator to ensure a customer first approach to all enquiries.

Project work

- Workforce planning, organisational design and recruitment – in conjunction with Senior Management Team, you will play a key role in workforce planning and organisational design; you will oversee the recruitment and selection process.
- Compensation and benefits – in conjunction with Senior Management Team, ensure job descriptions support effective recruitment and salary evaluation. You will ensure salary evaluation is carried out in accordance with the Trust's set criteria.
- Learning and development – oversee the programme of learning and development including learning needs analysis, leadership and management development, mandatory training and bespoke learning solutions.
- Equity, Diversity and Inclusion - participate in the development of broadening the delivery of employee Equity, Diversity and inclusion initiatives to foster a culture of belonging and respect.
- Develop a programme of Policy Review to ensure that all HR policies are up to date with employment legislation and demonstrate best practice within the not-for-profit sector.

Leadership

- Support Services – line manage a small team consisting of an HR Officer, Support Services Administrator and a Facilities Administrator.
- Lead by example and demonstrate the Trust's vision and values.
- Ensure regular communication with the team in relation to the Trust's key objectives and delivery against those objectives.
- Ensure each team member has clarity around their performance objectives and deliverables and that these are monitored and updated regularly in line with the Trust's strategic aims.

Key Internal & External Contacts

- All staff – advice and information provision
- Council (our Board of Trustees) – provision of regular monitoring reports
- Senior Management Team – provision of advice; provision of regular reports and input to decision-making
- Management Team – preparation of papers
- Royal Society of Wildlife Trusts
- Chartered Institute of Personnel and Development
- Pension Administrators
- HMRC
- Recruitment agencies
- Various contractors, including contract cleaners, trades

Qualifications, Experience (essential/desirable)

Essential Qualifications (or matched experience) :

- CIPD membership level 7/Associate

Desirable qualification

- MSc or Degree in Human Resource Management or relevant business degree.
- Chartered CIPD membership

Essential Experience:

- Provision of strategic HR advice and support to a range of stakeholders.
- Employee relations and case management experience
- Significant HR operations experience
- Experience of working effectively and collaboratively
- Excellent working knowledge of current employment legislation.
- Experience managing and developing a small team.

Desirable Experience:

- A demonstrable track record of developing and delivering progressive people strategies.
- Proven experience of leading successful cross-organisational improvement.
- TUPE out experience.

Key competencies	Essential
Technology & knowledge (IT)	<ul style="list-style-type: none">• Highly proficient in the use of Microsoft office 365 with particular expertise in Word, Excel and Outlook

	<ul style="list-style-type: none"> • Ability to manage information effectively • Knowledge of best practice and employment and equalities legislation
Organisation and planning	<ul style="list-style-type: none"> • Manage own workload and meet tight deadlines, often under pressure • High levels of numeracy with accuracy and attention to detail
Communication (written/spoken)	<ul style="list-style-type: none"> • Ability to lead, inspire and communicate a positive vision and collaborative culture across the Trust • Ability to operate effectively and sensitively in a diverse environment and with all levels of staff • Tact and diplomacy to work with confidential information and build relationships
Problem Solving	<ul style="list-style-type: none"> • Good analytical and solutions-focussed approach to problem solving
Judgement	<ul style="list-style-type: none"> • Excellent judgement • Ability to delegate work whilst effectively overseeing successful operations
Management	<ul style="list-style-type: none"> • Ability to manage and influence managers to meet best practice • Ability to motivate a small team answering enquiries, and providing a range of administration and premises management services • Effective oversight and management of HR, admin and premises budgets
Teamwork	<ul style="list-style-type: none"> • Ability to work alone and be part of a team
Commitment to organisational culture, values and vision	<ul style="list-style-type: none"> • A passion for wildlife conservation

Additional Requirements	Essential	Desirable	Not applicable
Right to work in the UK	✓		
Full Driving Licence			✓
Protection of Vulnerable Groups membership	✓		
First Aid Certificate		✓	
Credit Check	✓		

Author	Director of Finance & Resources	Date	June 2024
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Job Description



Team Structure

