



Grŵp Cynefin

Mwy na thai • More than housing

GRŴP CYNEFIN

JOB DESCRIPTION

HUMAN RESOURCES OFFICER

Department	People and Culture
Team	Human Resources
Accountable to	Senior Human Resources Officer
Responsible for	N/A
Job Location	Denbigh / Working from home

PURPOSE OF THE POST

- Supporting the HR Team to provide advice and support to management and staff on employment and wellbeing issues.
- To provide a comprehensive, proactive and confidential HR service to the Team ensuring compliance with the Group's employment policies.
- Contribute positively towards continuous improvement in the goals and objectives of the Team taking into account our value for money values.
- Lead on, and custodian of the human resources database and the time management database.

JOB RESPONSIBILITIES

1. Support the HR Team to provide information, advice and support to staff at all levels on issues such as:
 - Policies and procedures
 - Individual staff development plans
 - Contractual and legislation matters
 - Recruitment process
 - Terms and conditions of employment
 - Managing the performance of individuals
 - Managing absences
2. Lead the HR Team on the Human Resources (People HR) database and the Time Management database (Imperago). To ensure continuous improvement within both systems. Train the HR Team and the rest of the Group staff on any changes/updates.
3. Monitor staff attendance and absences on a weekly basis and keep time management accounts up to date. Monitor corrections and absence requests, identify discrepancies and gaps and ensure consistency by consulting with Management/staff members.
4. Prepare monthly reports to the Human Resources Manager/Senior Human Resources Officers on sickness thresholds.
5. Keeper of the crime checking database (uCheck). Provide advice and support at the level of checks and ensure that all relevant staff members are checked in a timely manner. Ensure that rechecks take place in a timely manner.
6. Report to the Finance Manager on annual holiday accruals.
7. Co-ordinate the training booking arrangements with the instructors and staff. Keep staff training records up to date.
8. To provide a proactive human resources service in the following areas:
 - Recruitment process
 - Crime checking process
 - Induction process
 - Probationary period
 - Holiday rights / flex of individuals
 - Monitoring, managing and analysing absences
 - Training and development opportunities
 - Termination of employment arrangements
 - Work experience opportunities
 - Staff ID cards
 - Union Panel Meetings

- Developing/reviewing employment policies
9. Prepare and provide accurate and timely information to be able to report on HR service performance statistics.
10. Delegation in the absence of the Senior Human Resources Officer as required.

CORPORATE RESPONSIBILITIES	
Service Delivery	<ul style="list-style-type: none"> • Delivering the work to a high standard, on time and within budgets • Respond to internal and external customers promptly and professionally • Providing advice and support to colleagues/customers • Submit regular reports within the responsibilities of the post • Complying with all policies and any relevant legislation
Performance	<ul style="list-style-type: none"> • Contributing towards the successful achievement of Key Performance Standards • Working towards the aims and objectives of Grŵp Cynefin and supporting the development of the organisation
Policies and Processes	<ul style="list-style-type: none"> • Working in accordance with all Grŵp Cynefin policies and processes • Propose improvements to policies to support continuous improvement
Financial and Budgetary	<ul style="list-style-type: none"> • Contributing to effective budget management
Other	<ul style="list-style-type: none"> • Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions • A commitment to tenant involvement in all aspects of the work

The Job Description above is not an exhaustive list of duties and responsibilities of the job.

Other duties within the scale of the post will be required to be undertaken from time to time in discussion with the Senior Human Resources Officer.

The job description is reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

PERSONAL RESPONSIBILITIES

Operating in line with Grŵp Cynefin's values:-

Transparent

We are open, clear, and always act with honesty

Inclusive

We foster an environment where every individual feels valued, respected and supported

Progressive

We are dynamic, resilient, and will confidently meet the challenges and opportunities of the future

Ensuring confidentiality, security and data integrity
Promoting and operating in accordance with Health and Safety Policy
Promoting equality and diversity in all aspects of work

All staff within Grŵp Cynefin are expected to operate within our Competencies Framework, which are behaviours or skills that are essential for effective performance:

- Effective Communication
- Work as a TEam
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

MAIN LINKS OF THE POST:**Internal**

Directors, Heads of Service, Managers, Senior Officers, staff.

External

Job applicants, other employers, service providers e.g. training, recruitment, advertising, legal, counselling, occupational health, crime checking and consultants.

NORMAL WORKING ENVIRONMENT

- Desk work in an office/home.
- Meetings at the Group's offices.
- External meetings / forums / conferences.
- Standard office hours including additional hours from time to time to attend meetings outside of office hours

**PERSON SPECIFICATION
HUMAN RESOURCES OFFICER**

All criteria are considered essential unless specified as desirable

Education and Qualifications:

A Level (2+)
NVQ Level 3 (National Vocational Qualification)
BTEC National Diploma
BTEC ONC (Ordinary National Certificate)
City & Guilds Level 3
Or what corresponds through experience.

Professional Experience:

Experience of handling general enquiries / providing advice
Experience of working in human resources
Experience of showing empathy and sensitivity as needed
Experience of respecting and ensuring confidentiality

Knowledge and Skills:

Knowledge and understanding of social housing (Desirable)
Able to work well as part of a team
Possess problem-solving skills
Confident about and gathering facts and statistics
Able to use Information Technology to carry out the work

A full current driving licence (desirable)

Bilingual (Welsh and English) at the following levels or higher levels:

Listen

Able to follow normal work-related conversations, in both languages between fluent speakers.

Read

Able to understand ordinary material, and technical material with a dictionary, in both languages.

Talk

Able to conduct an in-depth conversation about routine work issues in both languages.

To write

Able to draft custom text, with editorial assistance, in both languages.

Leadership and Management:

Able to work effectively and focus on results

A commitment to providing excellent customer service

Possess a style to work collaboratively

**Summary of Terms and Conditions
HUMAN RESOURCES OFFICER**

Type of contract	Permanent
Salary	Band D, Point 1-5 £28,428 - £31,995 The post is offered at the lowest point Salary is paid on the 20th of each month
Holidays	30 days a year plus the statutory bank holidays and the period between Christmas and the New Year
Travel	Casual car user
Pension	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probationary period	6 months
Working hours and work arrangement	35 hours per week Monday - Friday Flex scheme implemented
Sickness pay	An occupational illness pay scheme is implemented
Special Absences	5 days pro rata with pay in any 12-month period to care for specific dependents. 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on the occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal illness.
Lifestyle benefits	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/work from home if suitable.
Personal Development	If you have professional qualifications and you pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected to the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we'll invest in you like this too!
Disclosure and Barring Service Check (DBS)	Basic Check