

GRŴP CYNEFIN

JOB DESCRIPTION

SENIOR HUMAN RESOURCES OFFICER

Department	People and Culture
Team	Human Resources
Accountable to	Human Resources Co-ordinator
Responsible for	Human Resources Officer
Job Location	Penygroes / Working from home

PURPOSE OF THE POST

- Provide an effective HR service by providing advice and support to management and staff.
- Assist the Manager and Coordinator in providing advice and guidance to the Leadership Team and other managers on HR strategies and issues, so that the group can achieve its goals and objectives.
- Proactively supporting the Manager and Co-ordinator to ensure that the group complies with employment law and encouraging good practice.
- Lead on all Grŵp Cynefin's human resources processes.

JOB RESPONSIBILITIES

1. Collaborate with managers to provide advice and support (including taking action at times) to facilitate decision-making on HR matters such as:
 - Job evaluation
 - Recruitment process
 - Terms and conditions of employment
 - Managing absences
 - Reorganise
 - Staff behaviour
 - Disciplinary proceedings and complaints
2. Assisting the Manager in training and developing the Group managers so that they are more competent and confident as people managers.
3. To provide information and advice to staff about their employment rights and the processes that have been agreed.
4. Lead on processes such as:
 - Recruit
 - Crime Checking
 - Induction
 - Probationary Period
 - Managing absences
 - Termination of employment
 - Collect performance statistics
 - Work experience opportunities
 - Preparing employment contracts and adjusting individuals' main terms of employment where relevant
5. Assist the Manager in ensuring that the group has current employment policies that comply with legislation and encourage good practice. This includes assisting the Manager in drafting appropriate policies prior to consultation with the Leadership Team and staff.
6. Assist in monitoring relevant budgets by reporting regularly to the Manager. Approve orders in accordance with the expenditure authorisation schedule. Budgets to include:
 - Recruitment
 - Training
 - Conferences
7. Encourage and enhance procedures to improve the performance of individuals and the group as a whole.
8. Manage, support and develop the Human Resources Officer.

9. Respect and ensure confidentiality in all aspects of the functions.
10. Assist the Manager in ensuring an effective, consistent and professional HR service provision (to the internal and external customer) by collaborating, delegating and sharing the workload appropriately.

CORPORATE RESPONSIBILITIES

Management	<ul style="list-style-type: none"> • Direct management of the accountable positions • Complete reviews on time recognising development and training needs • Managing the individual's performance by acting appropriately in cases of underperformance but also recognising good performance.
Service Delivery	<ul style="list-style-type: none"> • Delivering the work to a high standard, on time and within budget. • 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. • Comply with all policies and any relevant legislation.
Performance	<ul style="list-style-type: none"> • Delivering work in accordance with Key Performance Standards • To work towards the aims and objectives of Grŵp Cynefin and its Subsidiaries and to support the development of an organisation that performs to a high standard. • Work with the Manager to monitor the performance of the Team identifying, intervening and taking action as required.
Policies and Processes	<ul style="list-style-type: none"> • Work in accordance with all policies and processes of Grŵp Cynefin and its Subsidiaries • Ensuring that policies and processes align with legislative, managerial and good practice requirements • To support any review and 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.

You will be required to undertake other duties within the scale of the post from time to time in a discussion with the Manager.

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
- Working as a Team
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

MAIN JOB LINKS
<p><u>Internal</u> Leadership Team and other managers, Staff, Union Representatives.</p> <p><u>External</u> Job Applicants, Other Employers, Service Providers e.g. training, recruitment, advertising, legal, counselling, occupational health, Consultants</p>

NORMAL WORKING ENVIRONMENT
<ul style="list-style-type: none">• 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
SENIOR HUMAN RESOURCES OFFICER**

All criteria are considered essential unless specified as desirable

Education and Qualifications:

A level or equivalent qualification
CIPD Level 5

Professional Experience:

Extensive human resources experience
Experience of providing advice and support
Experience of showing empathy and sensitivity as needed
Experience of managing staff
Experience of respecting and ensuring confidentiality
Experience of managing budgets

Knowledge and Skills:

Knowledge and understanding of the human resources field
Able to work well as part of a team
Possess strong problem-solving skills
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 SENIOR HUMAN RESOURCES OFFICER	
Type of agreement	Permanent
Wage	Band E Point 1 – 5 £32,957 - £37,093 The job is offered at the lowest point of the band Salary is paid on the 20th of each month
Holidays	30 days per year pro rata plus statutory bank holidays and the period between Christmas and 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 sickness pay scheme is implemented.
Special Absences	5 days pro rata with pay in any 12 month period to look after 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

