**CCDG Job Specification**

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| **Job Title:** | **Human Resources (HR) Officer** |
| **Created on:** | **June 2012** |
| **Reports To:** | **HR Co-ordinator** |
| **Division/Dept/Location:** | **To be agreed** |
| **Overall Purpose of Role:** | Within a shared service centre structure, to provide HR support services across all areas of HR responsibility, delivered in a timely and accurate manner within contractual, best practice, statutory and regulatory requirements. |
| **Education/Qualifications/Specific Training - essential** | Higher National Certificate or Diploma (HNC/HND) or relevant equivalent experience  Possessing or working towards a relevant professional qualification in human resources or equivalent:   * Chartered Institute of Personnel and Development – Foundation Certificate in HR Practice (formerly Certificate in Personnel Practice – CPP) |
| **Education/Qualifications/Specific Training - desirable** | * ICT Skills in relevant software packages * Evidence of Continuous Professional development as required by professional institute. |
| **Knowledge/Skills/Experience**  **(\* = essential)** | \*Practical and demonstrable Experience and Knowledge in the following functional area:   * Generalist human resource practice;   \*The ability to contribute effectively as a member of a regionally diffuse HR management team within a shared service centre approach.  \*An effective approach to customer support, demonstrating an appropriate balance between empowerment, support and assertiveness.  \*A record of success in human resource support, demonstrating an understanding of the link between service delivery and strategic objectives  \*Excellent oral, written and inter-personal communications skills in communicating with, and gaining the confidence of internal and external stakeholders/customers.  \*The ability to contribute to the development, planning and implementation of the organisation’s policies  \*The ability to assimilate and analyse information quickly and accurately, formulate appropriate decisions and make recommendations, understanding the wider implications of decisions.  \*A good working knowledge of HR systems, data protection and data integrity management  \* A good working knowledge and up-to-date with relevant employment law and HR best practice  \*Ability to create communications appropriate for the audience  \*Ability to deal with difficult and sensitive situations in a diplomatic and professional manner  \*Demonstrable understanding of equality of opportunity, including the issues and concepts of working within a bilingual society |
| **Behavioural Traits** | **Aptitudes:**   * analytical thinking, * innovative or creative thinking, * influencing (negotiation, persuasion, motivation), flexibility, * planning, * commercial awareness, * capacity to learn and develop   ***Personal Qualities:***   * self-awareness, * empathy, * service orientation, * assertiveness, * detail consciousness, * achievement focus, |
| **Key Inputs:** | **Key Outcomes:** |
| 1. Support and deliver the HR plan, contributing to proactive solutions and management of risks | * 1. HR work is aligned to delivery requirements, contributions are made to policy, procedure and practice reviews in line with best practice and legal compliance, to provide clarity, flexibility and innovation to support people management.   2. HR key metrics reports (absence, equality, recruitment and retention, flexible working etc.) are produced to maintain sensitivity to change, enabling proactive solutions to be recommended   3. Via active research, contributions are made to the HR team so that all are aware of current trends in best HR practice in a range of HR activities to ensure a consistent and fair approach to people management |
| 1. To contribute to excellent employee relations through good communications, providing clear explanations of HR policies and procedures and their application to employees whilst maintaining an overview of their consistent application by managers. | * 1. Managers are supported in their application of HR policies and procedures to their teams and are able to access advice and guidance at an appropriate level from any member of the shared HR service centre on managing the Human Resources aspects of their team.   2. Employees can access pragmatic and accurate HR advice on policies, procedures and terms and conditions and understanding is checked and reinforced.   3. Productive working relationships based on trust and credibility are formed with employees and their representatives to maintain effective employee relations. |
| 1. To provide a high quality and consistent HR service from any location in the Company via a shared service centre approach | * 1. A good working knowledge of HR practices, terms and conditions and policies in operation in each of the Company’s regions is developed and maintained so as to meet Company standards of consistently high quality delivery, Regular reports on key performance indicators are available, DBS checks are up to date   2. HR records, procedures and information systems are maintained that support the work of the team as a shared service, minimise bureaucracy and streamline HR processes. Opportunities are actively sought for improvements to systems. Data integrity checks are regularly undertaken and data security and protection policies are adhered to. Recruitment, selection, probation and retention management processes are effectively implemented.   3. Motivational, active learning and development, coaching and mentoring opportunities are engaged in to maximise individual and team performance |
| 1. To undertake specific and appropriate HR development projects from agreement to implementation and review | * 1. Current best practice in HR is researched and all-Wales projects recommended, delivered, implemented and reviewed in a timely fashion to ensure streamlined, non-bureaucratic and effective practice is used to support the Company’s aims.   2. Best practice is proactively shared amongst team members resulting in new projects and practice improvements |
| 1. To contribute to the development of key performance indicators (KPIs) for the team and continuous review of own performance against the agreed KPIs. | * 1. Key performance indicators are agreed with the line manager, monitored, reported on and appropriate adjustments made.   2. Improvements in delivery times, methods, work flows, processes, database usage, record keeping and management support are identified, acknowledged and acted upon in a timely manner |
| **Health and Safety Statement** | Every employee has a responsibility under the Health and Safety at Work Act to:   * Comply with the Health and Safety Policy, the Health and Safety Management Plan and all company safe work practices * Ensure the safety of themselves and others in the workplace * Immediately report any unsafe condition, dangerous occurrence or injury to their line manager * Ensure they are able to competently and safely perform any work they undertake * Co-operate with the Company on all matters of health and safety |
| **Child & Vulnerable Adult Protection Statement** | The Company is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all its employees to show this commitment.  In order to be employed in this post, you will need to have a satisfactory Enhanced Criminal Records Bureau report. DBS checks will be undertaken as part of the recruitment of successful applicants and will be renewed every three years because this post holder is a designated DBS Countersignatory for the Company. |