

Role profile

Job title:	Senior Human Resources Manager
Business area:	Corporate Operations
Reports to: <i>Post title</i>	Director of Corporate Operations
Direct reports: <i>Post titles & numbers:</i>	HR Advisor
Date of last role profile review	November 2018

1. Job purpose

Develop and lead a highly effective, business-focussed HR function, providing HR leadership and support across the business.

Support an engaged, skilled and motivated workforce to help Crown Estate Scotland deliver on its wider business objectives

2. Main tasks

- Oversee delivery of a full range of HR activity across the business including workforce planning, reward, L&D, performance management, policy, employee relations and health and wellbeing.
- Lead on the review, management and delivery of the organisation's People Strategy, ensuring alignment with business and corporate plans.
- Lead on the development and delivery of an embedded learning and development programme which allows us to motivate, retain and develop our high performing team. Ensuring our line managers are trained and well-equipped is a particular focus for this role.
- Embed competency frameworks within Crown Estate Scotland as part of a refreshed performance management framework
- Act as the organisation's trusted expert in Employment Law and Employee Relations issues, leasing with external legal advisor as required.
- Manage the HR budget, manage contracts and benefits, and contribute to annual business planning
- Ensure our policies and processes are in line with best practice and Fair Work principles and fit for purpose across the organisation.

3. Key responsibilities

- HR Leadership - running an effective HR service across the organisation, leading on organisational development and HR-related change projects, and supporting wider projects where required.

- Provide leadership and guidance on employee engagement activity (including annual planning arising from staff surveys), and health and wellbeing activity across the organisation.
- Pay and Reward – responsible for managing all pay-related activity within the organisation including:
 - Monthly authorisation of payroll and oversight of outsourced payroll provision.
 - Maintaining our robust pay and conditions framework
 - Management of annual pay review and oversight of implementation.
 - Assessment and re-contracting of the provision of employee benefits as appropriate, working with external brokers to source and implement new benefits.
- Provide advice and guidance on all people-related statutory and HR duties to the business to support effective decision making and compliance. Liaising with lawyers to ensure appropriate legal advice is provided and supporting the leadership team.
- Manage relations with key stakeholders including the recognised trades union
- Manage people-related data and oversee reporting to Board

4. Knowledge, skills and experience

Significant experience delivering an effective HR service in a public sector setting. The individual will be MCIPD qualified or hold a Masters degree in HR.

Understanding of and experience in HR and employment law, including complex ER case law, and an ability to interpret this and provide best-practice advice to the business where needed.

The job holder will be able to secure the confidence of senior stakeholders, within the business and Scottish Government, and build influential and collaborative relationships with external organisations and individuals at all levels. Experience of working with trade unions is essential.

The job holder is responsible for identifying developments in employment law, best practice or regulations which may have an impact on the organisation and ensuring that steps are in place to ready the organisation for these changes.

It is essential that the role holder consistently demonstrates a high degree of emotional intelligence, integrity and discretion. They are responsible for ensuring that HR issues are dealt with in a sensitive and appropriate manner. This includes dealing with potentially litigious situations. They are expected to act as a source of support and guidance for all staff within the organisation.

5. Contacts & communications

The job holder regularly coaches and advises staff at all levels within the organisation, providing advice and guidance to staff, the leadership team and the Chief Executive. They will build productive relationships across the business at all levels in order to enable collaborative working.

The job holder manages and oversees the delivery of effective HR communications to the business, working with internal communications to ensure a seamless approach.

The job holder is expected to have excellent written and oral communication skills and to regularly prepare information for staff, the leadership team and Board on complex technical areas.

External contacts include:

- Representing the organisation at regular external meetings, and liaising with Scottish Government pay policy and other Scottish Government bodies.
- Responsibility for relationships with a range of suppliers, including negotiating fees and contract management.
- Management of the organisation's outsourced payroll provision, including approving work and oversight of contract performance. Renegotiating payroll contracts on behalf of the business.
- Oversight of our pension provision to staff, delivered through our outsourced payroll provider, ensuring regulatory requirements are met.
- Responsible for building, maintaining and leveraging effective relationships with internal and external trade union representatives to facilitate the effective management of trade union negotiations.

6. Problem solving

The role holder provides HR advice at all levels within the organisation including Board level. They are expected to draw on their own experience in HR to support business decision making and make recommendations.

This role requires strong problem solving and analytical skills to improve existing HR processes and identify and resolve HR issues. The role holder is expected to research and apply innovative and best practice approaches when considering HR advice for to the business and to make decisions on the most appropriate route.

7. Decision-making

The job holder is the main source of HR advice within the organisation and provides recommendations to the business regarding decision making in all people related activity at all levels within the business.

The job holder provides advice and guidance on the risk relating to people-related issues and decisions. The role holder can source external legal advice however they are expected to interpret this advice and ensure it fits within the wider business context.

8. Autonomy

The role holder is responsible for delivering the long-term People Strategy, including setting and monitoring KPIs, and working with teams across the business on implementation

The job holder works within the framework of European and UK employment, law, and internal HR policies. The job holder is also expected to inform development of internal HR policies and use their professional judgement to operate out-with internal guidelines where required. The role holder is the most senior HR professional within the business.

The job holder is the main contact point to engage with our external Employment Lawyers who can provide legal advice where requested by the job holder.

9. Management of resources:

o Budgets

Provides budget forecasting and manages the HR budget for the business.

The role holder is expected to approve payroll payments on a monthly basis and approve salary changes and increases on behalf of the business.

o Equipment

The job holder is responsible for the effective development and maintenance of the HR and performance management systems, including identifying and implementing system improvements and ensuring a seamless service to colleagues.

o As a line manager

The job holder manages the HR advisor, providing development and support and ensuring that their objectives are delivered and aligned with our business plans.

10. Impact

The quality of the advice provided by the job holder impacts on the ability of the organisation to identify and mitigate people-related risks and exercise sound business judgement.

The job holder's responsibility for HR-led initiatives has an impact on all areas of the business and supports the long-term delivery of our corporate and business plans.

The job holder is responsible for signing off payroll and ensuring changes to pay are accurately captured and implemented.

The job holder is expected to proactively identify and mitigate external changes in employment law and best practice which may impact across the organisation.

11. Physical demands

The job is predominately sedentary.

The job requires the job holder to have a high level of attention to detail.

12. Working environment

Works mainly in an open plan office with occasional visits to remote offices.

Visits to other organisations are generally in office environments.

13. Any other duties OR pertinent information

n/a

14. Person specification

	ESSENTIAL	DESIRABLE
EDUCATIONAL ATTAINMENTS / VOCATIONAL ACCREDITATION	<p>Degree (or equivalent) in an HR-related discipline e.g. Masters in HR Management</p> <p>OR</p> <p>MCPID qualified</p>	FCIPD qualified
SKILLS/ COMPETENCIES	<p>Effective leadership skills</p> <p>A credible HR expert who can coach and influence at all levels within the organisation</p> <p>Able to build and utilise relationships at all levels within the organisation and across the wider HR network</p> <p>Excellent problem solving and judgement skills; project management</p> <p>Strong written and oral communication skills, including strong presentation skills.</p> <p>High levels of IT literacy to support the management and development of HR systems, including excellent Excel skills</p> <p>Budget management</p>	An extensive HR network across the public and private sectors to support delivery of best practice

	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Significant experience in an HR Management role within a comparable organisation.</p> <p>Supporting at CEO and leadership team level</p> <p>Public sector pay</p> <p>Successfully managing HR-related change projects</p> <p>Developing policy, aligning with best practice and development in legislation</p> <p>Managing collective bargaining arrangements and trade union negotiations including annual pay awards.</p> <p>Developing people strategies</p> <p>Equality and Diversity</p> <p>Workforce planning</p> <p>Contract management</p>	<p>Experience of providing HR support in both public sector and private sector organisations</p> <p>Job evaluation</p> <p>Fair Work principles and how they apply in practice</p> <p>Managing outsourced service provision</p>
A DRIVING LICENCE IS REQUIRED: NO		
If required, state licence class(es)		
ANY SPECIAL REQUIREMENTS PERTINENT TO THE POST:		