Job Outline

Designation: **Supporting Attendance & Wellbeing Officer**

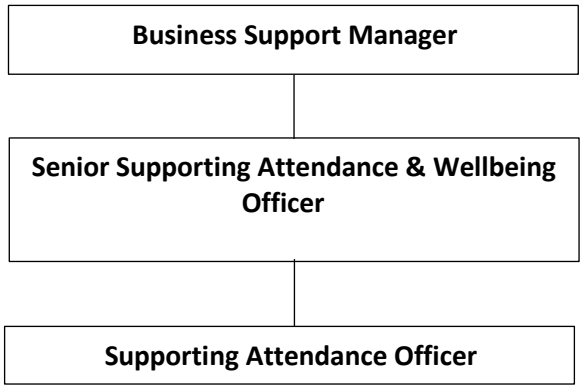
Service: **People & Culture**

Section: **Health & Safety**

Grade: **G8**

Job Purpose: **Provide direct support to Services in addressing employee attendance issues with a view to reducing absence levels by utilising the Supporting Attendance at Work Policy and other relevant employment policies, procedures and support interventions, and contribute to their review where appropriate.**

A. STRUCTURE CHART



B. KEY DUTIES & RESPONSIBILITIES

1. Provide expert advice and guidance to Council Services on all attendance-related matters including the application of the Supporting Attendance at Work Policy and utilisation of other relevant policies, procedures and support interventions.

2. Ensure Services are consistently applying policies, procedures and best practice relating to attendance management, working directly with managers and Human Resources Business Partners to identify and address attendance issues specific to their Service, participating in meetings with employees as required.

3. Monitor and review absence-related trends in order to take any proactive measures to maximise attendance at work, focussing on Services with higher absence levels.

4. Maintain a comprehensive knowledge of employment legislation and precedents relating to attendance management and support the review of a relevant policies and procedures.

5. Participate in the design and delivery of training on matters relating to Supporting Attendance and Wellbeing to managers and employees.

6. Contribute to the development and delivery of a range of initiatives and activities to provide direct support to the workforce and managers in relation to workforce health and wellbeing.
7. Contribute to the development and improvement of the Council's Wellbeing Strategy to ensure the wellbeing of the workforce remains a priority.
8. Contribute to the development, implementation and evaluation of a range of workforce engagement and support activities and initiatives in order to ensure that the workforce are key partners in service design, service review and service improvement activity.
9. Provide advice and guidance on a range of support activities related to, but not limited to, health, wellbeing and personal resilience, in line with the Council's Wellbeing Strategy national policy, legislation and good practice guidance.
10. Support the development and implementation of a range of health and wellbeing activities, initiatives and resources to support the workforce and further develop their resilience in accordance with the Council's Wellbeing Strategy, national policy and legislation.
11. Work collaboratively with all services utilising relevant workforce data to ensure a targeted approach to wellbeing interventions.
12. Actively participate in the delivery or the range of planned wellbeing activities and initiatives, providing direct support, guidance and instruction to the workforce.
13. Represent the People & Culture Service (HR) at meetings, including the Attendance Support Group, and ensure the provision of effective professional advice to customers on attendance management matters.

14. Assist in the delivery of the Council's Occupational Health and Wellbeing support services to employees and identify any potential gaps and areas that may be strengthened.

15. Prepare reports including committee reports, briefings and circulars as required relating to employee attendance.

16. Prepare and monitor statistical information on attendance matters as required.

17. Liaise as required with a range of stakeholders, including any relevant external agencies and recognised Trade Unions on employee attendance matters.

C. General Responsibilities

18. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.

19. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.

20. Ensure all activities for which the post holder is responsible are delivered in accordance with Council's Equality and Diversity Policies and the statutory and general specific Equality Duties.

21. Ensure that the Council's Customer Service Commitment is followed in all dealings with the people we serve.

22. Represent the Service at appropriate external events and meetings in accordance with the remit and status of the post.

23. Ensure that the People & Culture Service is provided within a Best Value/quality framework and that performance is regularly monitored and continuous improvement achieved.

24. Ensure that the People & Culture Service policies and procedures for good records management are followed, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.

25. Participate in the East Ayrshire FACE Time process annually in accordance with the Council's procedures.

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.

PERSON SPECIFICATION

Designation: Supporting Attendance & Wellbeing Officer		Post No:
Service: People & Culture		Section: Human Resources
Attributes:	**Essential Criteria**	**Desirable**
Qualifications	• SVQ Level 3 or equivalent in a business-related subject or equivalent demonstrable experience	• SVQ Level 4 or equivalent in Human Resources Management. • Appropriate membership with the Chartered Institute of Personnel and Development (CIPD).
Knowledge & Skills	• Working knowledge of legislation relating to attendance management and key issues in respect of this area of work. • Ability to build and sustain good working relationship with a range of stakeholders at all levels, including direct experience of supporting managers. • Effective written and verbal communication skills. • Ability to negotiate in order to achieve positive outcomes. • Effective analytical and problem solving skills. • Effective organisational skills. • Ability to write reports, prepare appeal papers etc. • Effective ICT skills. • Able to deal with conflicting demands and work to deadlines. • Able to work on own initiative and as part of a team.	• Working knowledge of Human Resources computerised information systems. • Sound knowledge of Local Government conditions/working practices. • Ability to see the wider picture and think strategically. • Working knowledge of the services provided by the Council's People & Culture Service. • Ability to empower and motivate others.
Experience	• Providing guidance and advice to management and employees on attendance issues. • Contributed to the development of policies and procedures. • Communicated with individuals at all levels in the organisation.	• Experience of Local Government conditions/working practices. • Worked within a Human Resources role within a complex large organisation. • Participated in Trade Union negotiations.

	• Undertaken the collation, analysis and reporting of performance related statistical data.	

Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours	
Quality	**Behaviour**
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.