EMPLOYMENT **ZONE** **R&S 2**

Person Specification

Job title:	**Senior Human Resources Officer**
Job Family/ Grade/Level:	**BS4, Grade 7**
Summary of role:	Working as a Professional HR Practitioner within Social Work Services / Glasgow City Health & Social Care Partnership: 1. Support the implementation of the HR Operational Action Plan and be proactive within the team to achieve overall team objectives 2. Provide HR advice, guidance and training to managers and staff to ensure that they are supported throughout any formal process and in line with the appropriate Conditions of Service, Employment Law and HR Processes 3. Lead on supporting managers in the application of GCC's Policies and Procedures to ensure these are applied fairly and consistently in relation to complex workforce matters. 4. Manage and organise individual workstreams and priorities daily, to minimise delays in actions being taken forward. 5. HR Representative at a range of meetings to provide updates as required. 6. Develop effective working relationships with Trade Unions and seek out early resolution to employee relations matters where possible. 7. Support, develop and lead on the reporting of Management Information to HR Manager, Head of Service, Senior Managers and Trade Unions, Corporate HR as required. 8. Liaise and network with the wider HR Family across Glasgow City Council and external agencies regarding a range of HR and workforce matters (e.g. SSSC and Disclosure Scotland compliance). 9. Support the wider HR Family within Glasgow City Health and Social Care Partnership on HR related workstream areas and projects when required. 10. Manage, coach and support staff within the team when required. 11. Contribute to the development and maintenance of team IT system(s) 12. Develop current practices and identify opportunities to improve the service and support to managers and the GHSCP workforce. 13. Support the Principal HR Officer with actions regarding the Equalities, Diversity and Inclusion Action Plan for GCHSCP when required.

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Criteria	Essential	Desirable	Evidence
Education, qualifications & training/ experience	Substantial experience in an HR role(s).	CIPD membership. Other appropriate HR qualification. Any other HR related academic achievements	Application Certificates
Skills & Knowledge	Able to demonstrate career progression and development within HR. Experience of advising on HR conditions of service, policies and procedures. Evidence of the application of HR policies/procedures. Well-developed communication skills evidenced through interaction with, and influencing, managers, employees, Trade Union representatives, and other external stakeholders. Sound decision making in relation to workforce matters. Professional judgement, assessment and analytical skills in approach to complex issues/work. Experienced and confident in using Microsoft IT software packages for the reporting of information.	Delivery of training / briefings on HR conditions of service and other related procedures. Preparing and presenting briefing papers in relation to a range of HR issues. Contributing to the development and implementation of HR processes Evidence of effective staff management including priority management. Knowledge and / or experience of using other digital platforms and applications	Application Interview References

Competencies		Evidence

Personal Effectiveness – Decision Making (Level 2)	• You make sensible decisions after getting all the information you need and thinking about alternative options. • You use your own knowledge and experience and assess any risks. • You're focused on what you need to achieve, and not distracted by less important things. • You're responsible for your own decisions.	Application Form References Interview
Providing Excellent Customer Service - Customer Orientation (Level 2)	• You follow-up customer requests, to make sure actions are taken and issues • You change the way you do things, to meet the needs of each customer. • You deliver more than you promised and try to exceed expectations. • You make sure that there is continuity of service, as far as possible.	Application Form References Interview
Providing Excellent Customer Service - Forward Thinking (Level 2)	• You look for ways to help other people solve problems and get results. • You're happy to look into a problem, when other people don't know the answer to it. • You spot the problems that other people may miss and take action to stop a situation or crisis from happening. • You think ahead to find new ways of giving customers excellent service.	Application Form References Interview
Delivering Results – Planning (Level 1)	• You organise your work by thinking about deadlines, promises, and how important the different tasks are. • You prepare in good time, for any future work you need to do. • You're realistic about the time you need to do a job and will tell other people immediately if you can't do something. • You ask for help when you need to. • You only miss deadlines because of circumstances beyond your own control.	Application Form References Interview

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Competencies		Evidence
Personal Effectiveness – Communicating (Level 2)	• You share relevant and important information on time, with your team. • You choose the best way of communicating (such as writing or face-to-face) and use the right words for your audience and situation. • You give a good impression of the Council when dealing with non-employees. • You produce clear, concise and easily understood written communications.	Application Form References Interview
Personal Effectiveness - Influencing (Level 2)	• You use good arguments and reason to negotiate successfully with other people. • You think about the impact of actions on other people. • You anticipate problems and plan, in advance, how to deal with them.	Application Form References Interview