

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	HR Manager
Reporting to	Senior HR Manager
Direct Reports	1-5 TBC (2 HR Administrators, 2 HR Co-ordinators, 1 Modern Apprentice – HR Assistant)
Grade	E
Location	Inverness
Duration	This post is maternity cover and fixed term until 15 th March 2021

Position overview

Highlands and Islands Enterprise (HIE) is an ambitious organisation with a unique remit from the Scottish Government that integrates economic and community development. With around 300 staff, HIE supports hundreds of businesses and social enterprises across the Highlands and Islands.

HIE works in a diverse region covering more than half of Scotland's land mass. HIE's three priorities are to: grow successful, productive and resilient businesses; create the conditions for growth; and build strong, capable and resourceful communities.

HIE's vision is for the Highlands and Islands to be a highly successful, inclusive and prosperous region in which increasing numbers of people choose to live, work, study and invest.

You will be responsible for driving a culture of excellence in line management throughout the organisation. You will engage with line managers and team heads to ensure that their teams are resourced, structured and functioning optimally. This is a pivotal role, providing on the ground feedback for the development of policies and processes and in ensuring that a high quality, proactive HR service is provided. You will engage with middle and senior managers on topics as diverse as induction, pay, performance, learning and development and employee relations.

A key part of this role will be to bring fresh thinking to HIE's work in this field and make a positive contribution to HIE's continuous development as a progressive organisation where

staff are empowered to use their full potential to benefit Scotland's economy. This is in line with our people values.

Key responsibilities

- Support the Senior HR Manager in working in partnership with the business to identify and put in place structures and solutions that align with HIE's people strategy and resource to deliver organisational targets
- Collaborate with line managers in the implementation of people processes and practices that support attainment of business objectives:
 - Staffing and selection – collaborate with line managers and group leaders in modelling and assessing alternative approaches to staffing structures
 - Support and facilitate recruitment and selection and redeployment
 - Optimising staff performance – collaborate with line managers in identifying areas of employee strength and areas requiring further development. Liaise with team colleagues and/or Occupational Health to provide early intervention where required. Proactively ensure that line managers are aware of training and other developmental opportunities for their staff. Coach managers in the effective implementation of target setting and the performance review process.
- Advise and guide managers and staff on both standard and complex employee relations (ER) issues and facilitate change management:
 - Advise on complex ER issues including dismissal, severance, capability, sickness and conflict resolution
 - In times of organisational, group or team level change, collaborate with the Director of HR, Senior HR manager and line management to ensure that the change rationale is well reasoned and business effective, with implications clearly identified and justified
- Support staff with proactive, customer-centred advice, information and support in realising the full benefit to be derived from their terms and conditions of employment
- Assist in creating and maintaining an effective employee relations culture through close working with recognised Trade unions, carrying out appropriate consultation or negotiations as required
- Identify the requirements for new and/or updated policies taking into account changes in legislation and changing HIE priorities; undertake appropriate research, create policy draft, consult with stakeholders and prepare for approval by management
- Take the lead in significant projects designed to improve HR team functions or deliverables to the organisation. This includes collaborating at project inception, developing project team and plan, implementing and delivering project outcomes within time and budgetary parameters agreed at inception

- Ensure that all HR operational paperwork, both paper and digital files are continually maintained in an accurate, up-to-date manner and that all paperwork is compliant with current legislation and HIE standards of practice
- Overseeing the input and processing of accurate payroll adjustments to the HIE HR system to allow the monthly processing of the HIE payroll by finance and access to HR Self Service functionality for HIE staff
- Accept and pursue additional responsibilities as required in order to promote HIE's effective employment environment
- Promote a climate of accountability, openness, collaboration and innovation
- Ensure appropriate compliance with all aspects of HIE governance, including risk management and HIE audit and compliance requirements
- Ensure optimum use of internal management systems
- Take responsibility for own learning and development, keep continuous professional development (CPD) records up to date

For developmental or operational reasons this role may occasionally contain some elements of work that are either more or less demanding than described above.

Salary and benefits

We aim to appoint at the minimum end of the salary scale to allow progression throughout the grade range.

This post comes with a competitive benefits package including: contributory staff pension arrangements which includes life assurance, generous annual leave entitlement, employee assistance programme and a variety of flexible benefits, e.g. cycle to work scheme, gym subsidy and other staff discounts.

Our commitment to equality and diversity

We are committed to recruiting, promoting and developing our people solely on the basis of their ability to contribute to HIE's objectives, without regard to their gender, race, disability, religion, national origin, ethnicity, sexual orientation, age or marital status.

HIE employs staff in offices across the Highlands and Islands and other locations in Scotland, encourages flexible working and seeks to employ people with different ideas, styles and skill sets, each able to contribute in complementary ways. This diversity engenders a richer, more creative environment – one in which our people develop and clients are served better.

This diversity and the sharing of knowledge, skills and experience make us a stronger organisation. These are qualities we value and continue to enhance.

KEY CRITERIA	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Educated to degree level in a relevant business qualification or equivalent HR qualification or equivalent work experience • Current knowledge of employment law and HR best practice • Chartered member of CIPD 	<ul style="list-style-type: none"> • Fellow member of CIPD
Work experience	<ul style="list-style-type: none"> • Experience in advising and guiding managers on a wide range of complex HR issues • Experience of handling a range of employee relations issues relating to grievance, dismissal, appeal panels and employment tribunals • Experience of facilitating organisational change exercises • Experience of people management • Experience in project management • Experience of working in an environment with high standards of governance and accountability • Experience of working as part of a team but also ability to work on own initiative 	<ul style="list-style-type: none"> • Coaching experience • Interest in learning and development approaches • Experience in training delivery • Knowledge of compensation theory and practice
Skills and abilities	<ul style="list-style-type: none"> • Excellent customer relationship skills and ability to quickly build rapport/develop credibility • To be proactive, persistent and willing to take the initiative • Strong verbal and written communication skills • Well-developed critical thinking, problem solving including consideration of implications of solutions and recommendations • Ability to influence • Ability to work under pressure • Ability to deal effectively with ambiguity • Strong team player • Working knowledge of HRIS systems • Good IT skills, proficient in using word/excel/email 	<ul style="list-style-type: none"> • Conflict resolution/mediation skills • Presentation/ skills/confidence speaking to a group • Gaelic language skills (speaking, reading or writing)
Job circumstances	<ul style="list-style-type: none"> • Flexibility to travel as required 	<ul style="list-style-type: none"> • Access to transport/driving licence or alternative means of transport

HIE has equal respect for Gaelic and English. We welcome any communication in Gaelic. We will respond to Gaelic communication just as quickly as we respond in English. Tha spèis cho-ionannachd aig HIE airson na Gàidhlig agus na Beurla. Tha sinn a' cur fàilte air conaltradh sam bith anns a' Ghàidhlig. Freagarraidh sinn conaltradh sa Ghàidhlig ceart cho luath 's a fhearras sinn sa Bheurla.