**Hanover (Scotland) Housing Association Ltd**

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| **JOB DESCRIPTION** |
| **Position:** | Head of HR & OD  |  |
| **Department:** | HR & OD  |
| **Reports to:** | Director of Organisational Services |
| **Band:** | C |
| **Date:** | November 2021 |

**Purpose of Job**

Responsible for the overall management, development, and leadership of the Human Resources (HR) & Organisational Development (OD)services, ensuring delivery of a high-level service which is aligned to strategic objectives, legislation, and best practice.

This role will play a key part in supporting and embedding OD across the business including key areas such as talent management, engagement, succession planning, training, and the development of staff.

This role is responsible for advising and influencing strategic decision making and is the lead advisor and business partner for HR & OD to the CEO and Executive Leadership Team (ELT).

**Main Duties and Responsibilities**

**Strategic Management**

* Create and implement HR and OD strategic plans in line with business plans and objectives to support continuous improvement, effectiveness, cultural change, and organisational success.
* Develop strong relationships with the executive and senior teams, acting as a partner for planning, providing insights and dealing with senior and high-risk people related matters.
* Attend executive and board meetings as required, advising, and giving insights to enable effective and informed decision making.
* To be a change agent and support Hanover successfully through change processes.
* Lead the implementation and delivery of both strategic and operational HR & OD projects which support organisational success and future proofing.
* Research and apply learning in OD, effectiveness, leadership, performance and change management to support organisational agility, anticipating and responding to internal and external challenges.
* Develop and sustain strong relationships with external stakeholders and represent Hanover in a positive light.

**Service Management**

* Lead, develop and motivate teams to support staff’s personal development journey and to provide an excellent service suited to current and future organisational needs.
* Lead and deliver an effective and collaborative OD service which supports a performance culture and development to be a high performing organisation; to include initiatives which foster a high-performance culture, where valuing learning, continuous improvement and diversity are the norm.
* Deliver and evolve the HR Business Partnering model to create and effective, efficient high quality HR support and advisory service.
* Ensure a systematic approach to capturing learning and development needs exists across the organisation and ensure the delivery of corporate training programme in line with organisational priorities.
* Analyse data from customer feedback and available sources to inform business planning and areas of service improvement.
* To identify, progress and maintain relevant accreditations approved by ELT such as IIP/IID.
* Ensure Hanover complies with the relevant regulatory requirements, particularly the Care Inspectorates ‘Safer Recruitment’ Guidance.

**Performance Management**

* Create and implement robust performance reporting and action plans to identify and implement improvements across the HR & OD service.
* Define and deliver SLAs for the people service area and ensure alignment with stakeholder’s expectations.
* Ensure an appropriate suite of key performance indicators is developed to enable effective assessment of the service provision and impact on the business

**Resource & Risk Management**

* Identify and manage organisational risk, creating plans and solutions which reduce future risk and support improvement and success.
* To communicate and work effectively with relevant Unions, supporting good relationships.
* Responsible for the effectiveness and development of the HR & OD systems within budget provisions.
* Responsible for setting and managing the HR & OD budgets.
* Line management responsibility for the OD and HR Business Partners, ensuring they have the capabilities and tools to enable high performance and continued development and coaching them to reach ultimate performance levels.
* Create and develop reports to provide statistics to the senior team and Board on KPI’s, analyse data and identify trends and areas of improvement.
* To oversee the suite of HR & OD policies and procedures to meet organisational and legislative requirement.

**Financial, Data and Budget Responsibilities**

* To manage relevant budgets, working closely with the Finance department and monitor and report on budget performance throughout financial periods.
* Responsible for the safe and appropriate retention of sensitive data in line with legislative requirements and report any known breaches as per policy and process.
* To ensure that there is an effective process for necessary staff checks, including references, disclosure and PVG.

**Business Continuity**

* Participate in the Hanover Out of Hours Rota.
* Undertake other tasks necessary to fulfil the requirements of the role.
* Undertake other duties as may be required by the Chief Executive.

**Person Specification**

**Job Title: Head of HR&OD**

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| ***Skills*** |
| Strong IT skills – ability to quickly master software packages and extract, interpret and apply data | Essential  |
| Ability to clearly present to various internal and external audiences. | Essential |
| Leader who can display decisiveness, integrity and can motivate and develop teams. | Essential |
| Excellent organisation skills | Essential |
| Excellent project management skills | Essential |
| Exceptional communication skills at all levels | Essential |
| Positive relationship management skills and collaborative working ability | Essential |
| ***Abilities and Behaviours*** |
| Alignment to Hanover’s values and passionate about our mission and service delivery  | Essential  |
| Proactively develop and sustain relationships with key stakeholders to inform how to influence them. | Essential |
| Tailored influencing style and select appropriate communication channels to engage and gain buy in from different audiences. | Essential |
| Able to act as a role model, encouraging all employees to deliver a high-quality service, to give of their best and demonstrate the Association’s values. | Essential |
| Ability to think and work strategically and deliver operational excellence | Essential |
| Ability to position the team as a driver for cross-business excellence | Essential |
| Create an environment which empowers others to make decisions whilst assessing and overseeing risk. | Essential |
| Organise, adapt and deal with conflicting priorities and busy workload. | Essential |
| ***Knowledge*** |
| Strategic and operational understanding of the strategic people management requirements of a complex organisation | Essential  |
| Excellent and up to date understanding of Employment Law, compliance and best practice. | Essential |
| Knowledge of Organisational Development such as L&D approaches and interventions | Essential |
| Reporting and providing insight | Desirable  |
| Strong understanding of the issues facing the housing and care sectors | Desirable |
| Well developed understanding of the particular requirements around the regulatory provisions on the delivery of registered care services. | Desirable |
| ***Experience***  |
| At least 5 years’ experience at senior management level in a relevant sector | Essential |
| Extensive Experience of dealing with complex HR Issues. | Essential |
| Proven strategic leader with relative experience of leading and developing organisation’s | Essential |
| Substantial Experience of leading, motivating and engaging a team to deliver results. | Essential |
| Extensive experience of employment law and advising at a senior level | Essential |
| Substantial experience of creating, developing, and improving Policy and Procedure | Essential |
| Substantial experience of identifying and delivering strategic projects. | Essential |
| Extensive experience of identifying organisational improvements and interventions through business intelligence and statistical data. | Essential |
| Substantial experience of identifying organisational capability and creating evidence-based solutions. | Essential |
| Substantial experience of analysing employee feedback and data, with the aim of creating a better working environment and engaged culture | Essential |
| **Education/Qualifications** |
| Degree or equivalent experience outlined above | Essential  |
| Full membership of relevant professional body (e.g., CIPD) | Desirable  |
| **Other** |
| Driving License and/or the ability to travel as in when required  | Essential  |