



### Job Description

<b>Role Title:</b>	People Operations Consultant
<b>Department:</b>	People & Culture Directorate
<b>Reports to:</b>	People Operations Team Leader
<b>Pay Grade:</b>	£34,368- £37,525 (pts. 30 – 33) from 1 April 2024
<b>Type of Contract:</b>	Permanent
<b>Normal place of work:</b>	Edinburgh Head Office, but with flexibility to include some working-at-home under our Hybrid Working arrangements
<b>Line Manager?</b>	No
<b>Budget Holder?</b>	No
<b>Criminal Record Check/PVG required?</b>	No
<b>Driving licence</b>	Not essential, however you must have the ability to travel to locations across Scotland to attend meetings and events.

### Who we are

The impact of vision loss is huge. Too often, it leads to people lacking or losing confidence and independence. People with vision loss are at higher risk of unemployment, isolation, mental health problems, and financial challenges. It can have an enormous emotional toll. But with the right support, people with vision loss can gain the skills to remain independent and active in their communities – to thrive.

That's why we're here.

For 230 years, Sight Scotland and Sight Scotland Veterans has been supporting people impacted by vision loss.

We believe we play an important role in continually shifting the conversation around sight loss, and contributing to achieving a fair, equitable society. Over the years, we've seen a positive shift in expectations, with individuals and communities increasingly empowered to live lives the way they choose, free of discrimination.

And we've had to transform too, so that our services reflect the times we live in and meet the changing needs of the people we support. We're now looking at how we continue to evolve so that we can achieve our charitable purpose of reaching everyone in Scotland with sight loss, currently more than 180,000 people – where and when they need us.

It's an exciting time to join us as we continue to change, grow and develop to ensure that we remain relevant and innovative – and, most importantly, provide support which responds to the needs of people with vision loss today. You could play a major role in making that happen.

The People & Culture Directorate delivers for our total workforce – both as individuals or as managers. Our role is to support the organisation in finding the perfect balance between a culture that enables employees and volunteers to thrive and developing a successful and sustainable charity that delivers.

Our workforce (employees and volunteers) cover many specialisms and are deployed across mainland Scotland, in all sorts of workplaces. We want our people to flourish in a fair, consistent and inclusive environment no matter where they are. We strive to make people processes simple and accessible, whilst also ensuring appropriate governance is in place, risks are managed and meaningful management information is available to help with strategic and tactical decision-making.

### **What this job is about**

This job is key to the success of our People Operations function which operates across our Charities to support the delivery of our Strategic Intent plan. This role exists to deliver activities across our People Operations Roadmap which covers the whole colleague lifecycle for both employees and volunteers, and to contribute as an essential member of the People & Culture team to deliver the People & Culture agenda and HR contribution across our Charities.

### **What we want you to be responsible and accountable for**

#### *People Operations and Colleague experience*

- Delivery of professional consultancy to both colleagues and managers across both Charities on all stages the People Operations Roadmap, which covers the whole colleague lifecycle for both employees and volunteers, ensuring a high standard of customer service is delivered at all stages.
- Responsible for providing expert advice on transactional and operational activities, ensuring the delivery of a highly efficient and effective customer-focused service with a 'total workforce' perspective in respect of workforce planning, recruitment and attraction, induction, training and development, performance management for both employees and volunteers.
- Responsible for all aspects of formal People Operations casework and employee relations issues, ensuring compliance with our legal operations, the management of risk and providing direction and coaching support to managers, ensuring that they understand the impact of these on the individual and the organisation.
- With the People Operations Team Leader, develop workplans for People Operations activities to ensure that you and colleagues within People Operations are working effectively and efficiently with a customer centred focus, appropriate resource is available for work and appropriate timescales are set and delivered on.
- Being an active collaborator on activities both within the People & Culture team and across teams within the two Charities to improve the colleague experience and create a culture of high professional standards.
- Be accountable for driving forward process efficiencies as well as evolving and promoting self-service solutions that meet our customers' needs.

- Actively participate in the review, engagement, implementation and promotion of people policies and provide professional advice and guidance on the interpretation of these.
- Collaborate with colleagues in People Operations on the development of our People Systems (currently Cascade, Recruitment+, Learnpro and Selenity) and People Analytics ensuring the continuous improvement of data collection, auditing, analysis and interpretation against organisational metrics.
- In collaboration with colleagues across the wider People & Culture team shape and deliver project based work to support our People & Culture Strategy
- Partner with colleagues across the Charities to ensure that People & Culture plans, projects and initiatives (for both employee and volunteers) are appropriately and effectively communicated and implemented across our services.
- Be responsible for the development and delivery of our training provision across all aspects of the organisation's need (including in support of its compliance, security, and safety) and in support of the development of its people, from identifying training needs through to practical delivery and successful take-up
- Be responsible for the delivery of volunteer development and management activities within our People & Culture Roadmap
- Liaise with the OD&D team over cross-over matters relating to policy/practice and engagement with stakeholder groups over HR delivery and transactions to ensure consistency in approach.

The current duties of the role do not require a criminal records check or membership of the PVG scheme through Disclosure Scotland.

### **How we would like you to achieve this**

- Be an ambassador for [Our values](#) in the way you work and set this standard for your team also.
- Develop and maintain effective working relationships with managers and leaders, challenging their thinking and working closely with them to co-design solutions that meet their current and future People Management needs.
- Be people-focused, driving the work of your team and seeking continuous improvement in processes while keeping the impact on our colleague experience front of mind
- Build productive and respectful working relationships with your People & Culture leadership team colleagues, bringing healthy challenge and a positive growth mindset to delivering for the Charities
- Build a collaborative network with your peers across the Charities, using this to build your knowledge and understanding of their current challenges, informing your work and the work of your team
- Be comfortable and confident engaging with employees and volunteers at all levels within the Charities. You will be able to adapt your engaging style and communication tools successfully for different internal audiences, whether that is formal Executive Reports or facilitating conversation.
- Use the insight you gain to build your knowledge and understanding of their current challenges, informing your work and the work of your team

## **Decision making responsibility**

You will have the autonomy and scope to drive elements of your work and take ownership of your own objectives. You will be required to collaborate on decisions to shape and deliver employee initiatives, programmes and processes as required for each area of work.

## **Who you will be working with**

- You will be working within the People & Culture Directorate, reporting to the People Operations Team Leader
- You will be expected to work cross-functionally within the People & Culture Directorate and across the wider organisation
- You will also be expected to engage with senior leadership including:
  - The Chief Executive, the Director of Operations, the Director of Marketing & Communication & Engagement, the Director of Finance, the Director of Technology and the Head of Impact, Governance & Charity Secretary (collectively known as the Executive Team)
  - "Heads of" departments
- Please see the summary organisation charts at the end of this document.

## **The budget you would hold**

- This role does not have budget responsibility. In the course of your role you will be expected to liaise with the People & Culture Leadership team on budget availability and seek appropriate approval regarding any activities that have a budget implication. You are expected to work in a way that supports our strategic aim of Financial Sustainability.

## **The experience and skills you need to have to do this job**

### *Essential*

- Substantial experience in a role at a similar level with responsibility for managing complex casework and ownership of activities at all stages of the colleague lifecycle.
- Thorough knowledge and understanding of HR practice – ideally demonstrated through a professional qualification (e.g. PGDip or Msc in HR Management), or substantial evidence relevant experience;
- The key professional competences across many of the disciplines within People Operations (recruitment, employee relations, pay and reward, training, policy, People systems, People data reporting).
- Demonstrable ability to think strategically and operationally in terms of "total workforce" with experience of delivering services for distinct communities (such as employees, volunteers, workers and contractors);
- Experience of working within a complex and demanding environment and contributing to organisational success by delivering work that is evidence based and has measurable outcomes and directly supports organisational strategy, both business as usual and project based;
- Able to demonstrate influencing skills across differing internal stakeholders (including senior management) as well influencing and negotiation with external stakeholders;
- The role holder will have deep curiosity into issues affecting our Charities work, and an ability to see opportunities for collaborative working to develop and improve our People Operations activities.

*Desirable*

- Previous work experience, at a similar level, in a People function within the not-for-profit or charitable sector;
- Understanding of, and empathy with, the aims and objectives of Sight Scotland & Sight Scotland Veterans

**People Department structure** (this role outlined in red)

