



Job Description

Role Title:	People Operations Team Leader
Department:	People & Culture Directorate
Reports to:	Head of People Operations
Pay Grade:	£44,067 - £48,682 (pts. 39 – 43)
Type of Contract:	Permanent
Normal place of work:	Edinburgh Head Office, but with flexibility to include some working-at-home under our Hybrid Working arrangements
Line Manager?	Yes – 4 direct line reports
Budget Holder?	No
Criminal Record Check/PVG required?	No
Driving licence	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 exists in order to manage the People Operations function across our Charities to support the delivery of our Strategic Intent plan and to ensure the effective management, provision and development of People Operations delivery to support the People agenda and HR contribution across our Charities.

This role is key to the development of our total workforce (both employees and volunteers) for the future and to positively impact on our ability to deliver for the long-term, by being a key influencer and directing the work of People Operations across our Charities and contribute as an essential member of the People & Culture team.

What we want you to be responsible and accountable for

People Operations and Colleague experience

- Management of the planning and delivery of People Operations Roadmap activities which covers the whole colleague lifecycle for both employees and volunteers, ensuring a high standard of customer service is delivered at all stages.
- Working across teams within the two Charities to seek solutions, with measurable outcomes, that reduce or remove silo working, improve process efficiencies as well as automating and evolving self-service solutions to improve the colleague experience and create a culture of high professional standards.
- Establish and manage a framework for the implementation of new and review of existing People policies and guidance (both for employees and volunteers) which ensures appropriate governance and compliance with our legal obligations as well as horizon scanning for developments that may change our policy needs.
- Lead the team of People Operations Consultants and Assistants to manage our expert advice, 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, training and development, policy, payroll activities, and casework for both employees and volunteers.

- Develop and manage robust workplans for People Operations activities to ensure the team works effectively and efficiently with a customer centred focus, appropriate resource is available for work and appropriate timescales are set and delivered on.
- Establish and oversee the use and ongoing development of our People Systems (currently Cascade, Recruitment+, Learnpro and Selenity) and People Analytics ensuring the continuous improvement of systems performance and usage (both for the People and Culture team and colleagues), data collection, auditing, analysis and interpretation against organisational metrics.
- Oversee the auditing and collection of data for statutory reports e.g. Gender Pay Gap report and Equalities Status report as well as for our regular internal reporting.
- Manage the delivery of our training provision across all aspects of the Charities' needs (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.
- Ensure effective frameworks and structures are in place that evidence colleague competence and support managers in achieving compliance in organisational and regulatory standards of practice and quality.
- Ensure the integration and delivery of strategic and business as usual volunteer development and management activities within our People & Culture Roadmap.
- Work closely with managers across services to ensure that the volunteering structures, processes and support provided are fit for purpose and aligned with our Charitable purpose.
- Line management of the People Operations Consultants and Assistants to support colleagues and managers address their most urgent needs including compliance and employee relations issues (e.g. mediating workplace disputes, legal matters or compliance training) and people manager support that is not self-serve or automated (e.g. people management coaching, volunteer attraction and engagement).
- Identify and develop professional capabilities across the team to ensure team is high performing, customer focussed and delivering on the work to the Charities' strategic intent.
- Liaising with the OD&D team over cross-over matters relating to policy/practice and engagement with stakeholder groups over People Operations delivery and transactions.
- Working as part of the People & Culture Team to ensure activities within People Operations are driving forward our Strategic Plan and ensuring our work effectively supports the Charities' purpose.

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.
- 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 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.
- 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 the People & Culture strategy and take ownership of your own objectives. You will be responsible for decisions to shape and deliver workforce initiatives, programmes and processes to facilitate this 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 Head of People Operations.
- 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
- You will engage short-term employee resource, contractors, and suppliers to fulfil the differing needs of projects and programmes, and you will be expected to manage these on a "best value" basis.
- 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

- Demonstrable experience of leading, developing and motivating teams and creating a culture of high performance that enables people to deliver on achieve strategic priorities;
- Thorough knowledge and understanding of HR practice – demonstrated through a professional qualification (e.g. PGDip or Msc in HR Management, CIPD level 7) and / or substantial relevant experience in a similar role;
- The key professional competences across the key disciplines within People Operations (recruitment, employee relations, pay and reward, training, process efficiency, 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, workers, volunteers, contractors)
- Experience of working within a complex and demanding environment and contributing to organisational success by designing, implementing and managing innovative strategies to support organisational strategy
- Previous experience as a team leader or line manager which includes leading others to successfully deliver on project based work as well as business as usual.
- 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 Directorate structure (this role outlined in red)

