



# People Operations Assistant x 2

Candidate Information Pack July 2025



**LHH**

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## Welcome from **Carol-Ann Boyter,** **Director of People & Culture**



### The People & Culture Directorate plays a key role in supporting our strategy.

Sight Scotland is Scotland's largest visual impairment organisation, dedicated to addressing visual impairment challenges for over 230 years. Throughout our history, as one of Scotland's oldest charities, we have evolved to meet the needs of people impacted by sight loss. Our services include learning services, community support, residential care, enterprise, and research funding. Our mission is to support, campaign and research for people affected by visual impairment. The three components of support, campaigning and research are all inter-related, and by focussing on all three, we will make the lasting impact Scotland deserves.

Sight Scotland's Royal Blind School serves children and young people with complex needs and provides outreach services to local authorities. The Scottish Braille Press focuses on transcribing large print and audio documents, primarily for the financial sector. Our residential care services, Forward Vision and Allermuir, have been operating for over a decade. In more recent times, we established our Community Services, through which we can provide support to people within their local communities whilst offering support through our national helpline.

Our sister charity Sight Scotland Veterans supports veterans with sight loss, the majority of whom did National Service and have age related sight loss conditions such as glaucoma. We do this through our two activity centres, rehabilitation support and our community-based teams who offer financial wellbeing support, sporting activities, digital activities, assistive technology advice and support to maintain independence at home.

Our 3 year strategy was launched at the end of 2024, with five strategic priorities:

- ◆ Investing our funds in the support that makes the biggest difference
- ◆ Putting our community at the heart of what we do
- ◆ Campaigning for positive political and social change
- ◆ Accelerating prevention and treatment of eye conditions through research
- ◆ Fostering a collaborative culture of innovation and learning

The People & Culture Directorate plays a key role in supporting our strategy. We deliver 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 colleagues (both employees and volunteers) to thrive and develop a successful and sustainable charity that delivers.

Our workforce covers 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.

**Carol-Ann Boyter,**  
Director of People & Culture





# Advertisement

## People Operations Assistant x 2



**Permanent**  
**1 x Full Time**  
**1 x Part Time (2.5 days)**

**Location – Edinburgh (Hybrid working)**  
**Salary – £27,256 – £29,801 (Part Time role Pro Rata)**

The impact of vision loss is huge. 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 over 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.

Reporting to the People Operations Team Leader and working closely with other members of the People & Culture Directorate, we are seeking a People Operations Assistant to provide support for all activities across our People Operations Roadmap. This 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 agenda and HR contribution across our Charities. 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.

This is a varied and collaborative role where you will act as the first point of contact for People Operations queries, ensuring a high standard of service is delivered at every stage. You’ll be responsible for drafting accurate employment communications, updating colleague records, and supporting key processes such as recruitment, induction, training, and workforce planning. You’ll also provide early-stage HR advice, coordinate with Payroll to ensure smooth monthly processing, and play a central role in improving and streamlining People Operations activities.

We’re looking for someone with strong experience in a similar HR role, ideally with a CIPD qualification or equivalent practical knowledge. You’ll bring excellent communication and stakeholder engagement skills, with the ability to work efficiently in a customer-facing, deadline-driven environment. A proactive mindset, collaborative approach, and passion for making a difference in the charity sector will help you thrive in this role.

Applications in the form of a tailored CV and covering letter, highlighting your skills and experience pertinent to the role, should arrive no later than **midnight Sunday 10th August** to [ScotlandProfessional@LHH.com](mailto:ScotlandProfessional@LHH.com)

For a confidential, informal discussion about the role please contact LHH directly on **+44 (0)141 220 6460** or email the aforementioned address.



# Aims and Objectives



Sight loss causes isolation and significantly alters lives yet, less than one in three adults get help within the first year of their diagnosis.

People with sight loss are at a higher risk of poor education, unemployment, mental health problems, loneliness and financial challenges for the rest of their lives.

We have an ambitious mission to reach everyone in Scotland with sight loss – where and when they need us.

## Our priorities

For more than two centuries, we've been supporting people in Scotland who are impacted by vision impairment. We're proud of what we've achieved, but we want to do more. We will build on our rich history to create an organisation which is prepared for the future, and ready to respond to the needs of people impacted by vision loss.

We've identified three key priorities which will help us tackle vision loss together:

- ◆ We make vision loss the priority it needs to be in Scotland
- ◆ We help those impacted by vision loss to live well
- ◆ We accelerate breakthroughs in the prevention and treatment of vision loss

## Our Values

### Thrive

We care about those we work with and want them to flourish by being engaged and interested in purposeful learning

### Unite

We maximise our impact by embracing accountability and supporting and coaching each other with encouragement and kindness

### Transform

We transform outcomes for people with visual impairment through collaboratively adapting our approaches and using our expertise to meet their needs



# People Operations Assistant - The Role

Responsible for providing early advice and support on operational activities.



## Job Purpose

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 provide support for all 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 agenda and HR contribution across our Charities

## Key Responsibilities:

### People Operations and Colleague experience

- Act as first point of contact for enquiries from both colleagues and managers across both Charities on all stages of 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 drafting and issuing accurate and timely written communication to colleagues (employees and volunteers) regarding contractual or other changes at all stages of the People Operations Roadmap, ensuring all relevant updates to colleague records are made.
- Responsible for providing early advice and support on 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 and training and development for both employees and volunteers.
- Being an active collaborator on activities both within the People Team and across teams within the two Charities to improve the colleague experience and create a culture of high professional standards.

- Delivering activities outlined in the workplans for People Operations activities, as outlined by the People Operations Team Leader, to ensure that you and colleagues within People Operations are working effectively and efficiently with a customer centred focus and agreed timescales are set and delivered on.
- Be accountable for identifying and progressing process efficiencies as well as evolving and promoting self-service solutions that meet our customers' needs.
- Provide early stage advice and guidance to colleagues and managers on the interpretation of our People policies and procedures.
- Update, maintain and audit data held on our People Systems (currently Cascade, Recruitment+, Learnpro and Selenity) to ensure compliance with GDPR requirements and that our all our People records are complete and accurate.
- Be responsible for generating scheduled and ad hoc People reports for the People & Culture team and colleagues across the charities.
- Responsible for engaging with recruiting managers to ensure the effective coordination of all recruitment and attraction activities, for both employees and volunteers, ensuring a positive candidate experience and compliance with our policies, procedures and our legal obligations.
- Responsible for engaging with the Payroll team to enable accurate and timely payroll processing through the coordination and delivery of monthly payroll related activities in the People Operations team.
- In collaboration with colleagues across the wider People & Culture team provide support to the OD function and other project based work to support our People Strategy.

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.
- Develop and maintain effective working relationships with managers and colleagues, working closely with them to seek solutions that meet their current and future People Management needs.
- Be people-focused, 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 the 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 professional knowledge and understanding of their current challenges, informing your work and the work of your team.

# People Operations Assistant - The Role

Experience of working delivering a high standard of work in a demanding and customer facing environment.



## 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 that 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.

## Person Specification

### Essential

- Experience in a role at a similar level with responsibility for coordinating and delivering activities at all stages of the colleague lifecycle.
- Good knowledge and understanding of HR practice – ideally demonstrated through a professional qualification (e.g. CIPD), or evidence of relevant experience.
- Demonstrable ability to think operationally in terms of “total workforce” with experience of delivering services for distinct communities (such as employees, volunteers, workers and contractors).
- Experience of working delivering a high standard of work in a demanding and customer facing environment, with evidence of delivering across multiple areas of work to deadline.
- Experience of 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 the ability to build effective and productive working relationships across differing internal stakeholders (including senior management) as well as 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



# Conditions and Remuneration



Please send your tailored CV and a cover letter no longer than two pages by email to [ScotlandProfessional@LHH.com](mailto:ScotlandProfessional@LHH.com)

## Salary

Grade I2 - currently £27,256 - £29,801 per annum  
(Part Time role Pro Rata)

**Hybrid working** - Edinburgh Head Office, but with flexibility to include some working-at-home under our Hybrid Working arrangements. Minimum requirement for two days a week in the office for relationship building and meetings. There may be additional requirements to work in our other locations and / or at external meetings or events.

Part Time: Monday, Tuesday and half day Wednesday

## Timescales

Closing date for applications is midnight -  
**Sunday 10th August**

## Benefits

- ◆ Annual Leave Entitlement – 37 days
- ◆ Generous pension scheme - employer contribution up to 12%
- ◆ Exclusive employee discounts including cycle to work scheme
- ◆ Paid time off for medical and dental appointments
- ◆ Family friendly policies to support colleagues who are parents and caregivers

## How to Apply

To apply for this post, please send your tailored CV and a cover letter no longer than two pages by email, highlighting in the subject heading '**People Operations Assistant**' and if you are applying for the **Part Time or Full Time role**, to [ScotlandProfessional@LHH.com](mailto:ScotlandProfessional@LHH.com).

If you would like a confidential, informal discussion about the role then please contact LHH on **+44 (0) 141 220 6460** or send an email to the above mentioned address.

Sight Scotland is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.

We are constantly reviewing our approach to ensuring equality and diversity in our applications and would be pleased if you could complete the Equalities Monitoring Form below.

## [Equalities Monitoring Form - People Operations Assistant, Sight Scotland](#)

Should you require any modifications or wish to speak with a member of our team to discuss any particular circumstances, please email the above address.

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