

**People Services Officer**

**(Representative Body)**

The historical Church in Wales is an organisation which is on a path of boundless transformation; an organisation whose key focus is being an integral part of community life throughout Wales and supporting all people with the challenges of today. Events of the past 12 months or more have driven our pace of commitment to remain central to our communities. We have an unwavering determination to continuously improve, to modernise, to embrace change whilst ensuring the people around us remain at the heart of all that we do.

As part of the Church’s progression, we are developing a new People Services team. This will be a fundamental part of our organisation with the key focus to make a real difference to not just the staff of the CinW but also in supporting the Church’s work within the wider communities. A team which will promote best policy and practice and to be demonstrable in our commitment to people; a team which is true to the values of openness and honesty; a team who are creative, passionate and show unshakable respect and sincerity to win the hearts and minds of all; a team who seek to truly make a difference through taking a collaborative journey as we work hard to achieve the very best.

**Purpose of the Role:**

As part of the new team, the **People Services Officer (Representative Body [RB])** will provide comprehensive, proactive, efficient and operational People Service interventions and activities offering generalist advice, guidance and support to the staff and management of the RB including the Provincial Office, St. Padarn’s training establishment, Bishops’ PA’s and Parsonage Inspectors. The role will foster constructive working relationships in support of the achievement of departmental plans and in doing so, will support managers to develop their teams in the short, medium and longer term. Reporting to the Director of People Services you will work closely with the People Services team as a whole.

**Job Description**

**People Services Officer**

**(Representative Body)**

Diagram

Description automatically generated**Salary:** Grade D; Scale Point 19; salary £29,268

**Location:** Hybrid of WFH and Callaghan Square, Cardiff

**Contract:** Permanent

**Reporting to:** Director of People Services

**Hours of Work:** Full time; 34.75 hours per week

**General Duties and Responsibilities:**

* Provide professional, proactive and comprehensive generalist People Services to your operational area of the business;
* Provide a solution focused, confidential advice and guidance service on a range of employment matters;
* Support the development and implementation of all People Services policy and procedure which provide for an effective and professional employment relationship;
* Support the team in identifying and effectively managing (with the purpose to reduce) Risk within your area of responsibility from a People Services perspective.
* Contribute to the wider People Services team meetings.
* Support the development of a positive organisational culture; support managers in the development of well performing and engaged departmental teams.
* Ensure effective communications and message management within your area of work.
* As part of the People Services Team to contribute to the reporting of key analytics. To support the visibility of the People Services team and in bring continuous improvement to our service.
* Provide effective support and to undertake People projects and initiatives under the guidance of the Director of People Services in accordance with the People Operational Plan;
* To generate the required reports, analysis and business cases to support People Services operational delivery.
* To take ownership for your continued learning and development to ensure you maintain compliant and up to date with employment legislative change, implementation, trends, case management, policy and procedure.
* To undertake any other reasonable duty or task as requested in line with the job role and within your capabilities.

**Specific Duties and Responsibilities**

This role is to provide specific responsibility for the employees of the Representative Body including the National Office, St Padarn’s, Bishops’ PAs, Parsonage Inspectors.

This role is to also have specific responsibility for the following key areas:

* To support the development and delivery of the Welsh Language Policy throughout the Church in Wales
* To be the People Services team representative on the wider Health and Safety Committee which is particularly focused on Covid Safety at this time;
* To work with Line Managers to ensure all job descriptions across the business accurately reflect the roles being undertaken; to set up a file of job descriptions which promotes visibility and transparency when dealing with salary discrepancies;
* To provide support in identifying and developing an appropriate Job Evaluation system and policy which ensures salary parity and an evidence base which supports the setting of appropriate and competitive salaries;
* To undertake the annual reporting of Gender Pay across the organisation ensuring pay gaps and risk areas are identified;
* To identify and develop an appropriate benefits portal for all Church in Wales employees and office holders/Clergy; promoting this as part of a wider employee/office holder employment package;
* To support the People Services Partner in identifying the requirements for Occupational Health for all employees and office holders.
* To manage the relevant pension administration for all Church in Wales employees and office holders/Clergy. This function is to be worked collectively with the People Services Co-Ordinator.
* To work directly with the People Services Co-Ordinator to ensure timely and relevant information from the People Services team is included in the monthly all-staff newsletter for the Provincial Office.

**Policy, Process and Procedure**

The role will be underpinned by key policy and process, for example:

* Supporting disciplinaries
* Supporting grievances
* Supporting performance/performance improvement planning
* Supporting absence management and supporting attendance
* Supporting Annual Performance Review/Appraisals; 1-2-1’s/continued conversations
* Supporting changes to terms and conditions of employment
* Support compliance within your operational area to the Code of Conduct/Respect Charter
* Ensuring compliance within your operational area to GDPR
* Supporting health and wellbeing from a wider and proactive perspective

**Key expectations:**

The Church in Wales is an organisation that actively values diversity and implements equality of opportunity. All staff are required to adhere to behavioural standards that ensure that all employees can carry out their duties in an environment that promotes dignity, fairness and respect and is free from unlawful discrimination.

* Promote equality, diversity and inclusion, ensuring that this commitment is reflected in all of our practice and play a key role in ensuring equality of opportunity and a working atmosphere where everyone is treated with dignity and respect. The Church in Wales is an organisation that actively values diversity and implements equality of opportunity. All staff are required to adhere to behavioural standards as detailed within the Respect Charter that ensures that all employees can carry out their duties in an environment that promotes dignity, fairness and respect and is free from unlawful discrimination.
* Comply with the Church in Wales Data Protection Policy and ensure all sensitive data is always effectively protected.
* To demonstrate the expected behaviours and promote the key values of the People Services team within your day-to-day work and your relationships and interactions with all people.

**Key Values and Behaviours:**

* To be respectful to all others
* To be honest and trustworthy; maintaining strict confidence and credibility for yourself and the team
* To work collaboratively within the team and throughout the Church in Wales
* To have empathy for others particularly when supporting people through challenging situations
* To be skilled and knowledgeable in all that you do and all that you accomplish
* To be intuitive and creative in striving for continuous improvement for the People Services team as a whole
* To be the very best you can be and to really enjoy what you do
* To continuously learn and to have fun whilst doing so!

**Diagram

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**People Services Officer (RB)**

The person specification below outlines the essential experience, knowledge and skills required for this role. Evidence of competencies, knowledge and skills will be assessed as follows:

A/F = Application Form I = Interview A = Assessment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Detail** | **AF** | **A** | **I** |
| **Knowledge, training & qualifications** | Holds a degree in HR Management or CIPD level 5, or equivalent qualification or experience; | 🗸 |  | 🗸 |
|  | Sound HR knowledge incorporating policy, employment law, change management, performance management, well-being and diversity and inclusion | 🗸 | 🗸 | 🗸 |
|  |  |  |  |  |
| **Experience** | Effectively working at an operational level to support the business to achieve its aims and objectives through its people | 🗸 | 🗸 | 🗸 |
|  | Experience of supporting organisational change initiatives | 🗸 | 🗸 | 🗸 |
|  | Successfully working with a generalist HR caseload, including attendance management, performance management, disciplinary, grievance and smart working | 🗸 | 🗸 | 🗸 |
|  |  |  |  |  |
| **Skills** | To work with autonomy as an effective and engaged team member | 🗸 | 🗸 | 🗸 |
| To build and maintain productive relationships both internally and externally | 🗸 |  | 🗸 |
| Analyse and interpret data and evidence to deliver solutions within People Services | 🗸 | 🗸 | 🗸 |
| Factually accurate, comprehensive, clear and precise in communication | 🗸 | 🗸 | 🗸 |
| Proactively develop and implement new ways of working, systems and procedures to ensure that own work is carried out effectively | 🗸 |  | 🗸 |
| Work with confidential and sensitive information with discretion |  |  | 🗸 |
| Excellent prioritising and planning skills for own workload to ensure that tight deadlines are achieved | 🗸 |  | 🗸 |
| Digitally competent and able to use a variety of software packages including Microsoft Word, Excel, Outlook and PowerPoint | 🗸 | 🗸 | 🗸 |
|  | Actively undertakes continuous professional development | 🗸 |  |  |