



Job Profile – Head of People Services

Duties and Responsibilities

The Head of People Services is an integral member of the Executive Management Team with responsibility for all employment issues including the strategic recruitment, development and management of all current and future City Building employees, ensuring we have the optimum skilled resources who are supported and looked after throughout the employment journey, to deliver our wide range of products and services.

You will have specific responsibility for championing cultural change to support City Building's continuous improvement and change agenda through the development and delivery of effective People Strategy and professional HR services. This will include all aspects of workforce planning and resourcing requirements, the employee journey, health and wellbeing and provision of people centred development opportunities which deliver organisational objectives for both City Building businesses.

You will be expected to contribute across all spheres of the business, providing strategic direction including positively driving forward and advising on service reforms/restructuring change projects, ensuring a consistent and practical approach which supports business and people objectives through both development and implementation phases.

You will provide strategic leadership on all People Services policy, performance and improvement initiatives. You will ensure that employment policies and procedures are in place to meet legal requirements, ensuring these are designed for City Building's status as an exemplar employer that enhances our reputation as an employer of choice. You will lead the business in all equalities matters striving to have an inclusive workforce and close the gender pay gap, reviewing the effectiveness and impact of existing arrangements and providing innovative solutions for implementation.

As a member of the Executive Management Team you will report to the City Building Boards on performance and standards related to key objectives. You will represent City Building in various environments including both Members (Glasgow City Council and Wheatley Housing Group) Committees and forums. You will have specific responsibility for developing and implementing strategy aimed at effective current and future utilisation of resources, including providing robust management information and providing People solutions to ensure that the business is equipped to respond to changing business needs whilst safeguarding the interests of City Building at all times.

You will lead the ongoing development of our award winning training programmes ensuring the consistency of achievement and the quality of the programmes and with key responsibility for all aspects of Management Development in conjunction with the Training Team as appropriate. You will explore innovative approaches to emerging technologies and funding opportunities in support of the City Building ethos for the creation of employment and training opportunities.

You will lead your team in the delivery of all people related issues, identifying trends and developing issues and suggesting strategies to address these. A key aspect of the role is to lead in the development of workforce planning strategy and policies which align with strategic and financial planning. You will develop and maintain both effective employee and trade union engagement and communication strategies which facilitate improvement and change.

You will maintain effective and constructive employee and industrial relationships, through our Joint Trade Union Committee meetings and regular contact with union convenors and full time union officials.

Personal Profile

You will be a senior HR professional with experience in managing People Services and Development functions in a highly unionised environment for a minimum of 5 years.

You will be a competent leader in developing and implementing corporate projects and improvements which support business objectives and strategies with a proven track record of turning fresh ideas into real-life successes.

You will have substantial experience in financial and resource management including leading and developing teams and performance management in an operational setting. You will have demonstrable success in workforce planning, change management and changing culture and productivity to modernise and improve future ways of working.

You will demonstrate effective creative and influencing skills with the ability to present ideas and proposals successfully with confidence in decision making coupled with the ability to make recommendations based on the analysis of options, risk management principles and contingency planning. Possession of excellent inter-personal, communication, assessment and analytical skills is key along with the ability to produce succinct strategic reports.

You will demonstrate a comprehensive knowledge and understanding of up to date employment legislation and will bring an innovative approach to new developments. You will have management experience and a commitment to development both on a personal basis and the wider workforce including your teams, with particular focus on succession planning. You will act as a role model to lead, motivate and inspire your teams to improve performance and customer service excellence and will ensure that all teams have the key skills required and a blend of complimentary specialisms.

You will be comfortable operating at Executive Management Team level and reporting to the Executive Management Team and the Boards. You will be required to have a flexible approach in this role and in your contribution to the success of the business.

You will be CIPD qualified.

Conditions

Your contracted hours of work will be 36 per week to be worked to suit the needs of the business. You will operate at all times within the framework of our terms and conditions and with due regard to all health, safety and welfare legislation.