



Support Services Supervisor: People and HR

Job description and person specification

Citizens Advice Sheffield

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

Main purpose of the job

Your role is to ensure the smooth, efficient and effective running of all aspects of our HR and People processes and systems including HR database. This will include overseeing recruitment and induction, ensuring that accurate records on all aspects of HR are maintained, supporting managers in the management of absence, performance and attendance and reporting on a range of key metrics.

You will also play a key role in promoting the People values of the organisation including promoting the health and well-being and communication and engagement of all staff including volunteers. You will be the first point of contact for all HR and People related enquiries.

You will be part of our support services team, including four other support service supervisors. You will work closely with your colleagues to ensure that all support service functions are delivered.

Responsible to

Head of Resources and Organisational Development

Responsible for

Administrative staff as appropriate

Main duties and responsibilities

- Be the first point of contact for HR and people related enquiries from staff
- Oversee the recruitment and induction of paid staff
- Manage and update HR database and any other personnel records
- Prepare and issue HR documents including employment contracts
- Review and revise relevant policies and procedures
- Create regular reports and presentations on HR metrics
- Provide support and prompts to supervisors and managers to ensure compliance with agreed practice
- Provide administrative support and guidance to managers at any HR related meeting including back to work interviews, disciplinary and grievance hearings
- Manage the annual people survey and any other people feedback mechanisms
- Work closely with other support services supervisors to enable accurate payroll calculations, training and learning and health and safety records
- Be responsible for ensuring that all appropriate checks are completed in a timely and efficient manner including Right to Work and DBS checks
- Support the development and delivery of a People communications strategy and in particular develop the use of digital tools to support this
- Support the development and implementation of a People Health and Wellbeing strategy
- Support the best use of our external HR contract including accessing advice as appropriate

Person specification

Essential:

Knowledge and experience in

- Experience in providing high quality, efficient and modern administrative services either within HR or other similar setting
- Experience of managing a database or similar application
- Knowledge of HR processes
- Experience of writing and producing clear and easily understood material in a range of formats

Skills, abilities and aptitude

- To have strong digital skills and be able to apply these to the job
- To be able to analyse data and produce metrics in a visually attractive form
- Able to produce comprehensive and accurate reports and minutes to a high standard
- Ability to work flexibly and to adapt to changing needs and priorities

- Excellent attention to detail and ability to manage complex processes
- Ability to manage difficult and emotionally charged conversations and interviews
- Ability to hold confidential personal and sensitive data about colleagues
- Have a genuine passion to develop effective HR processes within our organisation and constantly looking for ways to improve the way we work

Qualifications and training

- The post requires the post holder to be CIPD (level 3) qualified or willing to work towards this qualification. The employer will support with the cost of the course and give time to participate in the taught training. The post holder will be expected to complete any coursework in their own time.