# HR Officer

## Role Description

|  |  |  |
| --- | --- | --- |
| Salary grade: |  | C |
| Reference number: |  | HRO |
| Team: |  | Finance and Business Services |
| Reporting to: |  | Head of Human Resources |
| Line managing: |  | No line management responsibility |
| Location: |  | Flexible – can work from any Arts Council office |
| Travel: |  | Occasional |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. It is a Welsh Government Sponsored Body whose members are appointed by the Welsh Government.

The Welsh Government provides the majority of our funding. We also distribute funding from the National Lottery and raise additional money for the arts where we can from a variety of public and private sector sources.

We’re ambitious for the arts in Wales. Our vision is of a creative Wales where the arts are central to the life and well-being of the nation, making our country an exciting and vibrant place to live, work and visit. The success of our vision depends on the imagination and creativity of our artists, the quality of their work and the efforts that are made to reach out to and inspire audiences. We work to create the environment in which ambitious, enterprising artists can grow and flourish, where as many people as possible enjoy and take part in the arts.

### Our values

As a public body we’re expected to uphold the highest standards of accountability and openness. We also value creativity and innovation. Our staff often work together in groups and teams to achieve our programmes of work. We place particular emphasis on flexible, collaborative working and support our staff to nurture and develop these skills.

### About this role

The HR Officer supports the Arts Council of Wales’ HR activities by providing assistance to the Head of HR to deliver key strategic objectives. This includes the planning, preparation and co-ordination of day-to-day tasks such as the administration and maintenance of the HR system, acting as first point of contact for HR queries, sourcing and arranging relevant learning and development, leading on specific recruitment and selection campaigns, and assisting with the implementation of HR policies, procedures and initiatives.

### Principal responsibilities

Administration – provides support and cover to the Head of HR by offering HR administrative support and dealing with routine and non-routine queries.

Records management, record keeping and reporting – administers and maintains Cascade (HR system) on a daily basis and assists in the development of the system.

Is a named System Administrator with Cascade.

Manages the day-to-day administration of time off in lieu, flexitime, holidays, special leave, sickness etc.

Responsible for maintenance of HR files and records and management of accurate and up to date staff records and electronic filing/archiving system in line with General Data Protection Regulation (GDPR) requirements.

Provides detailed and accurate statistics and reports as necessary to the Head of Head of HR, Senior Leadership Team, and the HR & Remuneration Committee, including relevant statutory information to external bodies.

Equality, diversity and inclusion – works with the Head of HR and others to deliver key aspects of the Arts Council’s strategic equalities plan, such as diversifying the workforce and identifying and organising relevant training for staff.

Learning and development – assists the Head of HR with drafting and updating the Corporate Learning and Development plan, sources and administers corporate and individual learning needs and courses and assists in co-ordinating skills audits where appropriate in liaison with external providers as necessary.

Demonstrates a commitment to undertaking continuous professional development.

Recruitment – takes the lead on specific recruitment campaigns (permanent and temporary), placement and monitoring the effectiveness of advertisements, participating in interviews, the issue of offers and contracts, makes salary recommendations to the Head of HR, assists with job description design and supports the Head of HR in the delivery of the HR module of induction process.

Monitors completion of the Staff Induction Programme for each new employee, liaising with managers as necessary.

Management of probationary procedures.

Governance – supports the Head of HR in the preparation of papers and documents, and the organisation and minuting of HR & Remuneration Committee meetings, including co-ordination of action reports, provision of papers, lunch/refreshments.

Supports the Head of HR in amending existing and drafting new HR Policies and procedures, giving due regard to current best practice and legislation.

Employee relations – Advises on routine day to day and non-routine HR issues.

Supports staff with any areas of concern and provides guidance, in particular with regard to current Arts Council policies and/or legislation ensuring confidentiality and impartiality is retained throughout.

Project management – assists in the preparation and monitoring of project plans and arrangement and co-ordination of working groups as appropriate.

Assists with the co-ordination, administrative support and delivery of HR projectssuch as Organisational Review, annual pay review process, and Welsh Language Scheme and provides relevant data and information as required.

Relationship management – ensures a high standard of customer service in dealing with staff, builds new relationships internally and externally, and supports the Head of HR in managing and maintaining existing internal and external contact relationships.

Provides front line support to colleagues and liaises with external contacts.

Is the first point of contact for HR queries (including queries relating to the HR system) and liaises with the HR system’s Service Desk where necessary.

Represents HR at various committee and project group meetings and provides advice in relation to HR matters.

Corporate compliance – adheres to those policies that protect the Arts Council and its staff against potential exposure to reportable risks and incidents. These include Anti-Fraud, General Data Protection Regulations, Welsh Language Standards, Wellbeing of Future Generations and Cyber Security/ICT use. (Staff responsibilities are defined in the relevant Arts Council policies.)

Additional duties – any reasonable duties consistent with the above.

### Knowledge, experience and attributes

We want to attract to our organisation people who have an interest in the arts, a commitment to the principles of open and accountable public service, and the flair to work with a diverse range of customers. We believe in setting the highest standards in all aspects of our work. Every member of staff is therefore an ambassador for the company and we expect everyone to respect and uphold our reputation.

We aspire to be an innovative, forward-looking organisation. We look to our staff to work collaboratively with each other to ensure that we’re efficient, effective and useful.

We take for granted that our staff will be competent in their management of routine administration and that they’ll have developed good organisational skills. So we’re particularly interested in staff who have the ability to work imaginatively and flexibly to tackle the challenges that they’ll face – staff who have the initiative and drive to thrive in a busy work environment and who derive satisfaction from achieving ambitious and stretching targets.

In addition, this role requires the following specific knowledge, experience and attributes. Applicants will be assessed against the essential and desirable criteria set out below:

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | * Qualified to CIPD level 5 or equivalent and/or relevant professional experience in a HR role
 | * Membership of the CIPD
 |
| **Knowledge** | * Good understanding of HR processes and procedures
* An understanding of employment legislation
* An awareness of the responsibilities associated with supporting staff and handling confidential, sensitive and staff information
 | * Working knowledge of Cascade (HR information system)
 |
| **Skills** | * Highly developed IT and administrative skills
* Excellent spoken and written communication skills, building and maintaining relationships, both internally and externally
 |  |
| **Experience** | * Experience of setting up administrative systems and procedures
* Proven relevant experience of providing first line support within a small, busy HR team
* Experience of data management/information systems and/or databases
 |  |
| **Attributes** | * Commitment to and thorough understanding of equality, diversity and inclusion
* Capable of making decisions within the established framework and understanding the process, procedures and legal implications around those decisions
* Capable of drafting letters, reports and minutes showing understanding of content and the ability to communicate facts and knowledge relating to detailed requests and issues
* Diplomacy and the ability to deal appropriately with difficult and demanding situations
* Ability to work under pressure and to prioritise key tasks, takes responsibility for own work and works with a minimum of direct supervision
* Confident communicating with staff and key stakeholders at all levels
* Capable of keeping up with changes to employment legislation and best practice to inform new policies and make improvements, and understanding their impact on the organisation and its employees
* A flexible, adaptable and supportive attitude to the developing needs and objectives of the team
* The ability and willingness to occasionally travel throughout Wales and the UK and to work unsocial hours as the need arises
 |  |
| **Welsh language** | * Fluency in Welsh (both written and spoken) in accordance with the Welsh Language Skills level guide as follows:

Understanding – Level 5 (Proficiency). Can understand all work-related conversations Reading – Level 4 (Advanced). Can read most work-related material Speaking – Level 5 (Proficiency). FluentWriting – Level 4 (Advanced). Can prepare most written work in Welsh |  |