

# JOB DESCRIPTION

## *People Manager*

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May 2025

**Department:** Company  
**Location:** Selkirk  
**Responsible to:** Chief Executive

### JOB PURPOSE

The People Manager supports the Chief Executive and Executive Team with the creation and delivery of HR and OD strategies which support the organisation's overall strategic aims and objectives, working within Eildon's policies and frameworks.

Manage the provision of an excellent HR support and advisory service in alignment with Eildon's Vision & Values and current employment legislation and best practice, to ensure delivery of the People Strategy across the Group.

Ensure people issues and development are considered in line with strategic planning and decision making.

### KEY RESULT AREAS – PRINCIPAL DUTIES AND RESPONSIBILITIES

- Support and advise the CEO and the Executive Team with the creation of HR & OD strategies in accordance with Eildon's People Strategy, Vision, Values and desired Culture.
- Lead the implementation and delivery of both strategic and operational HR projects which support organisational success and future proofing through delivery of the People Strategy Action Plan.
- Provide insight on HR & OD areas to the Executive Team to identify trends and areas of improvement which will assist with the creation of strategies.
- Manage and evolve the HR Business Partnering model to create an effective, efficient and high-quality HR support and advisory service, which demonstrates an active commitment to embedding and promoting Eildon's Vision & Values.
- Manage and evolve an effective and collaborative Organisational Development service, which supports Eildon in developing its employees in helping them reach their potential, promoting organisational growth.
- Develop and sustain strong working partnerships in the development and engagement of Eildon's people, provide expert advice on relevant policies, procedures, and legislation, to support the business aims and objectives.
- Identify and lead the delivery of corporate training programmes in line with organisational priorities.
- Create and develop reports and reporting dashboards to provide statistics to Executive Team and Leadership Group on monthly KPI's, analyse data to identify trends and areas for improvement.
- Manage and monitor the HR & OD Risk Register.
- Research and apply learning in OD, effectiveness, leadership, performance and the full change management lifecycle to build organisational agility, anticipating and responding to both internal and external challenges.

- Undertake research in relation to Human Resources and employment law case studies, including upcoming best practice and benchmarking with other organisations to add value to our internal HR services.
- Lead the HR & OD team by providing direction and support to ensure that management is effective, within legislation and policy requirements, whilst always mitigating risk.
- Lead, develop, coach, and motivate direct reports to provide an excellent service suited to current and future organisational needs, as well as their own professional development.
- Manage HR & OD budgets, working collaboratively and flexibly with colleagues and stakeholders to achieve best value for money whilst meeting business needs.
- Manage formal processes across Eildon by conducting investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.

## **GENERAL**

- Be aware of and always adhere to Eildon policies.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Eildon departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by the CEO which are reasonably deemed to be within the scope of the role.

## **KEY PERFORMANCE INDICATORS / OUTCOMES AND MEASURES**

- Responsible for the reporting and management of relevant KPI's e.g. turnover and absence.
- Monitoring and proposing identified improvements, which sustain high level and improved employee engagement levels.
- Support the development and delivery of Eildon's People Strategy, supporting the delivery of other organisational strategies and objectives.
- Responsible for the delivery and management of strategic projects and plans.
- Responsible for developing and reviewing the effectiveness of HR & OD systems.
- Responsible for measuring and managing the HR & OD departments high standard service delivery.
- Responsible for managing HR & OD people management processes within the business, such as Performance Management, Absence Management, Recruitment, etc.
- Lead and promote HR & OD partnership working internally and externally to drive and deliver organisational strategies and KPIs.
- Responsible for the creation and implementation of HR & OD policies and procedures in line with employment law and best practice.

# CONDITIONS OF SERVICE

## *People Manager*



May 2025

Department                      Company  
Location:                        Selkirk  
Responsible to:                Chief Executive Officer

### **SALARY**

The salary applicable to the post is Office Grade G  
Grade range: £53,020 to £58,911 per annum

Starting salary will depend on qualifications and experience. Progression through the grade range is dependent upon performance in post and the remuneration package is subject to an annual review carried out by the Remuneration Committee.

### **PROBATIONARY PERIOD**

This post requires the satisfactory completion of a six-month probationary period.

### **METHOD OF PAYMENT**

Monthly on the last Thursday of each month direct to employee's bank or building society account.

### **PENSION**

All employees are normally eligible to join the Scottish Housing Association's Pension Scheme Defined Contribution.

### **HOURS OF WORK**

35 hours per week to be worked over 5 days, Monday to Friday. Normal office hours are 9am to 5pm Monday to Thursday and 9am to 4pm Friday, with an unpaid lunch break. Due to the nature of our work a flexible approach to working hours and routines is required. Hybrid working is currently in place, with some attendance required each week at head office or on site.

### **LEAVE**

The leave year runs from 1 April to 31 March. The leave entitlement for managers and directors is 41 days (this includes public holidays). All other employees have between 31-36 days annual leave. The additional 5 days leave is to compensate for managers not having access to flexi-leave, but on occasion having to attend to work meetings or dealing with emergencies out of office hours.

### **ESSENTIAL CAR USER**

This post is classed as an Essential Car User. You are therefore required to hold and maintain a current full driving licence and have access to a vehicle, insured for business purposes, for the duration of your employment in order to carry out the duties of your post. Business mileage rates, currently 45p per mile, are payable for staff using their own vehicle on Association business.

### **ALLOWANCES**

The post qualifies for a Car Allowance Payment. The Car Allowance Payment is £1,000 per annum and it is paid monthly in arrears. The Car Allowance payment is non-contractual and will be reviewed annually by the Remuneration Committee. In subsequent years the allowance may be varied or withdrawn depending on affordability.

## **SICKNESS ALLOWANCE**

All permanent employees will be entitled to sickness allowance as follows:

<b>Service</b>	<b>Entitlement</b>	
	<b>Full pay</b>	<b>Half pay</b>
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

## **NOTICE PERIOD**

By Eildon:	Two calendar months, subject to statutory minimum
By Employee:	Two calendar months

## **OUTSIDE WORK**

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work does not affect the performance of their duties with Eildon.

## **INTERVIEW EXPENSES**

Where applicants are required to travel to attend interview, we will reimburse reasonable travel and subsistence expenses incurred. All expenses claims, other than car mileage, must be supported by receipts. No expenses will be paid where the applicant withdraws or refuses an offer of employment.

# PERSON SPECIFICATION

## *People Manager*

This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

	Essential / Desirable
<b>Qualifications</b>	
• Degree in a relevant subject	Essential
• Chartered Member of CIPD or another relevant professional body	Essential
<b>Knowledge and Experience</b>	
• 3-5 years' experience in Human Resources / Organisational Development role	Essential
• Experience of creating, developing and improving HR/OD strategies, policies & procedures	
• Experience of leading, motivating and engaging a team to deliver results	Essential
• Extensive experience of identifying organisational improvements and interventions through business intelligence and statistical data	Essential
• Experience of identifying organisational capability and creating evidence-based solutions	Essential
• Experience of analysing employee feedback and data with the aim of creating a better working environment and engaged culture	Essential
• Extensive experience of dealing with complex HR issues	Essential
• Comprehensive knowledge of employment law and advising at a senior level	Essential
• Knowledge of organisational development such as L&D approaches and interventions	Essential
• Strong understanding of the issues facing social housing	Desirable
• Well-developed understanding of the requirements around the regulatory provisions on the delivery of a registered care service	Desirable
<b>Skills and Abilities</b>	
• Excellent interpersonal skills	Essential
• Excellent written communication and report writing skills	Essential
• Ability to present complex material effectively	Essential
• Ability to prioritise and manage a diverse workload	Essential
• Ability to build and sustain effective working relationships	Essential
<b>Other requirements</b>	
• Driving licence and access to a vehicle	Essential
• Flexible with regards to working hours	Essential