

Job Profile

Job details			
Job Title	HR Officer		
Section	Corporate		
Report to	Head of Culture and Assurance		
Grade	EVH 7		
Hours of work	35 (but consider 28)		
Place of work	Ralston House, Cyril Street, Paisley		
Disclosure Level	Basic	Date Reviewed	May 2026

Person Specification

Education and Experience

Essential

- CIPD HR qualification (Level 3 or above)
- Experience of working at HR officer/adviser level with strong operational HR expertise.
- Sound knowledge of employment law and experience of interpreting and applying this law, combined with an understanding of HR best practice.

Desirable

- Experience of gathering and analysing data and information to present reports.
- Working within the social rented sector

Knowledge, Skills and Abilities

Essential

- High level of knowledge of HR and Employment law
- High level of IT skills
- Excellent communication and interpersonal skills with the ability to build relationships at all levels
- Meticulous attention to detail
- Proven ability to prioritise and manage workloads, meeting tight deadlines.

Desirable

- Experience of working discretely with sensitive and confidential information.
- Strong leadership skills to give direction and support to staff and managers.
- Experience of working with Sage HR

Values and Attitudes

Essential

- Ability to demonstrate empathy with the organisation's values and its community-based ethos
- Commitment to continuous improvement and excellence

Other

- Ability to meet the practical requirements of the post including flexibility regarding travel and evening meetings
- Possession of a full current driving license and access to a car for business use (desirable)

Job Purpose

To support the Head of Culture and Assurance to deliver all HR functions effectively. The HR Officer will use their knowledge and experience of to ensure that policies and procedures are implemented fairly for all staff.

This role requires attention to detail, an ability to provide considered solutions and involves working collaboratively across all departments as well as providing advice and obtaining assurance across the business.

Core Responsibilities

People and Culture (HR)

- Build effective working relationships with management team colleagues, staff, Management Committee members and stakeholders to achieve the aims of the Business Plan & and People objectives.
- Ensure full compliance with employment laws and regulations in order to recommend best practice.
- Provide guidance to line management with any staff related queries
- Oversee all aspects of the recruitment and onboarding process.
- Provide advice and support to line managers in the management of conduct issues and assist in the identification of appropriate action.
- To maintain and control appropriate HR systems and to ensure the accurate recording and reporting of all HR data and compliance with internal procedures. (e.g. attendance, sickness & general employee performance).
- Liaise effectively with other staff and to offer advice and support, when required.
- Development and rollout of employee training and development programs.
- Develop and roll out of wellbeing and engagement initiatives.
- Promote diversity and equality of opportunity at all times with staff, committee, tenants, residents and other customers.

GDPR

- Support Governance officer with the implementation of WHA's information and data management policies, strategies and processes to maintain compliance with all legislative and regulatory requirements.

Office management

- As part of the team objective, support the facilities and office management for the organisation including stock orders, management of cleaners and any procurement required.

General

- To attend and, where necessary, represent WHA at meetings with external organisations and individuals, including evening meetings as required.
- To contribute to the general development and wider activities of WHA, as a member of the staff team and to act at all times in the best interests of WHA.

- To ensure compliance with our IT and GDPR policies and retention plans and schedules.