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**JOB DESCRIPTION**

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| **Post Title:** | **Employers Advice Service Manager** |
| **Hours:** | **Full time, 32 hours per week** |
| **Salary:** | **Point 42 – 43 (£40,264 - £41,231)** |
| **Term:** | **Permanent** |
| **Responsible to:** | **GCVS Head of Sector Development** |
| **Location:** | **Flexible combination of GCVS Offices and home working** |

**Main purpose of this post**

The postholder will lead a team providing advice services to Third Sector organisations across Scotland on a commercial basis. The postholder plays a central role in ensuring that the team are managed, guided and supported to deliver advice, training, consultancy, guidance and resources. They have budget responsibility, and a key part of the role is developing the income to ensure the sustainability of services.

In addition to managing the team, the postholder provides advice & consultancy on HR issues, particularly the most complex cases that require strong situational awareness. They will also be expected to maintain a working knowledge of related areas including health and safety, and data protection.

**Key Duties**

The post holder will ensure that GCVS Advice Services meet the needs of our customers and are consistently high quality.

Key duties will include:

* Ensuring that the team are supported and developed to offer the best quality support to our customers
* Developing existing and new services to better meet the needs of customers
* Delivery of HR advice, training & consultancy, and quality assurance of the advice, training and consultancy provided by other team members across a range of specialisms including HR, Health and Safety, Data Protection, and Recruitment.
* Marketing of the service and achieving customer and income growth.

**Specific Duties are likely to include:**

* Business and future planning with a view to increasing service provision and income generation.
* Promotion and marketing of the services in partnership with other GCVS departments.
* Ensuring the team members provide accurate, legal and best practice advice, information and practical assistance to organisations in a timeous fashion.
* Lead the design and delivery of training, workshops and briefings across relevant topics.
* Monitoring and managing the team budgets and ensuring that the team remains sustainable, e.g., through seeking funding opportunities and achieving agreed annual service growth and income targets.
* Ensuring robust approaches to measuring customer feedback and impact, and preparing team reports and updates as required.
* Recruiting and managing staff to get the best results for the organisation, while ensuring GCVS is a great place to work.
* Maintaining good working relationships with other teams within GCVS.
* Building connections and maintaining relationships with appropriate external stakeholders relevant to People & Safety Services.
* Contributing to the knowledge and information of the organisation
* Ensure that GCVS policies and procedures are embedded and consistently followed within the team, especially relevant is all personal and confidential data being processed in relation to data protection law.

**Additional Information:**

* It is the nature of work at GCVS that task and responsibilities in many circumstances are unpredictable and varied.
* All employees are therefore expected to work in a flexible way when the occasion arises so those tasks, which are not specifically covered in their job description, are undertaken.
* These additional duties will normally be compatible with the regular type of work required by the post.
* If the additional responsibility or tasks become a regular or frequent part of the employee’s job, it will be included in the job description in consultation with the employee.
* All GCVS employees are expected to practice and promote equitable, accessible and non-discriminatory approach to work at all times.

**Health and Safety**

Everyone in this organisation has a responsibility to ensure his or her own safety and that of others. Employees must report immediately to their Line Manager any breaches of Health & Safety procedures, any accidents or safety related incidents and any unsafe acts.

**PERSON SPECIFICATION**

**POST TITLE: Employers Advice Service Manager**

**Essential skills for this post**

* Professional HR qualification and a strong understanding of employment law and best practice (ideally CIPD qualified)
* Significant experience of demonstrating astute situational awareness in the delivery of support to external organisations on sensitive matters.
* Experience of advising on and dealing with complex HR matters including investigations into complaints, grievances and disciplinary; restructure and redundancy.
* Working knowledge of relevant areas such as Health and Safety, and Data Protection.
* Significant experience line managing a team of staff, including supporting strong professional development.
* Ability to develop and maintain professional working relationships with internal departments and external agencies.
* Strong understanding of quality assurance and how to embed this within service delivery.
* Ability to explain complex information in a patient, clear and jargon-free way.
* ability to produce clear, concise, and accessible written procedures, guidelines, and reports.

**Desirable**

* Demonstrable experience of leading the growth of a commercial service.
* Experience in managing budgets.
* Understanding of key HR related issues in third sector organisation.
* Experience of developing and delivering training including online and e-learning, workshops and briefings.
* Experience of working in the third sector.
* CIPD member.

**Employment conditions**

The following terms and conditions are typically offered to GCVS staff on fixed term and permanent contracts and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

* Annual leave entitlement: 28 days per annum. 13.5 fixed public holidays – pro rata for part -time.
* Paid sickness absence entitlement during first year of service is 4 weeks at full pay and 4 weeks at half pay, based on contractual hours and calculated on a rolling basis. This entitlement increases with service.
* References will be sought from previous employers prior to appointment.
* Full time working week – 32 hours.

**Probationary period:** 3 months with a review at 3 months. During the first 3 months the contract may be terminated with 1 weeks’ notice, thereafter it will be 4 weeks.

**Pension:** Contributory pension through Pension Trust

GCVS contributes 6% salary on condition the member of staff contributes at least 4%. This can be joined on completion of three months employment. **Life Assurance when joining the pension**: 3 times your salary payable on death in service.

**Flexi time / Toil**: GCVS operates a flexi-time / Toil system. Any additional hours or evening work required will be recompensed via flexitime / Toil. GCVS is committed to Work-Life Balance.