



JOB PROFILE

Post Title:	Head of People
Portfolio:	Central Support Service
Responsible to:	Deputy Chief Secretary
Responsible for:	Senior HR Manager, Policy and Projects Manager, Organisational Development Manager
Grade:	Grade H

Context

This is a key role in delivering our overarching vision of making St Helena a great place to live, learn, work, visit and invest. Heads of Service are integral to supporting the overall financial resilience of the Public Service and have a responsibility to ensure value for money and return in investment within their Service and across the Public Service as a whole.

Job Purpose

- Lead the provision of an effective and efficient strategic People function, promoting best practice and consistency across the St Helena Public Service and responding creatively and flexibly to the changing needs of the organisation.
- Manage the development of strategies and policies that realise the full potential of employees and meet the St Helena Public Service's goals and strategic objectives.
- Ensure a safe and thriving environment for all employees, helping the Public Service facilitate positive employee relations through development of appropriate and legally compliant people policies.
- Deliver a People Strategy with effective employee relations and other underpinning strategies and activities, proactively supporting the resolution of workplace disputes, supporting management development, and providing the Public Service with necessary tools to define and influence a positive organisational culture.

Main Duties and Responsibilities

1. Provide overall management and strong leadership of the People function, including setting the work priorities and enabling a robust and sustainable staffing structure that meet the needs of the Public Service.
2. Continue to influence and develop the strategic direction of the People function and ensure that people practices assist with developing the culture of the organisation. Support the People function and the Public Service to continue on the journey of learning and development to help ensure a sustainable workforce.



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3. Provide professional support and advice aimed at transforming and developing the organisation, and ensuring that managers are sufficiently skilled and enabled to access appropriate guidance and information to manage their workforce issues.
4. Lead, facilitate and enable major organisational transformation and culture change through continuous improvement with a view to realising efficiency gains and meeting the needs of the portfolios in the delivery of their strategic and operational priorities.
5. Attend and provide expert professional advice to the Senior Leadership Team, and engage with Executive and Legislative Councils, partners and colleagues across the Public Service to deliver the ongoing strategic vision for the People function.
6. Support the Deputy Chief Secretary, Chief Secretary and Elected Members in developing and delivering the Public Service's strategic agenda.
7. Ensure that the Deputy Chief Secretary, Chief Secretary and Ministers have access to the best professional advice and information on all aspects of people related matters. Ensure that the people perspective is fully represented in decision-making and attend Public Service and Ministerial Meetings or Committees as required. Weekly attendance at the Strategic Leadership Team meetings.
8. Identify and advise the Public Service on priorities, challenges, risks and strategies for improvement across all aspects of people related matters.
9. Responsible for the strategic planning process for the People function, for appropriate and relevant HR Key Performance Indicators and for the timely submission of progress reports for the same.
10. Undertake the role of Lead Officer for the Technical Cooperation Management Group and Remuneration Committee, ensuring appropriate reporting and information is supplied to both these groups to allow for scrutiny and oversight of the application of the Pay Policy.
11. Continue to implement leadership, management development and talent management strategies to ensure effective succession planning.
12. Lead and drive change projects that improve quality and performance, while providing highly effective management of the service. Continuously look for new solutions and innovative ways to improve working methods and practices to ensure services remain efficient and customer and client focused.
13. Take a lead role in transforming and strengthening the organisational culture, ensuring that the Public Service Vision, Mission and Values are lived and embedded.
14. Be the Public Services lead officer for employee engagement and staff wellbeing, including engagement with the Employee Representative Committee, Partnership Forum and promoting and developing a culture of positive partnership working.



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15. Lead the development of effective employment policies across the Public Service in consultation with key stakeholders including Senior Management and the Employee Representative Committee. Develop Terms and Conditions, including pay and reward strategies that meet the needs of a diverse organisation and support flexibility in service delivery.
16. Responsibility for managing and deploying the Human Resources budget (including the Technical Cooperation Programme budget, in line with the TCMG) and wider resources in order to meet the Public Service's current and longer-range strategic objectives. Undertake role of Budget Holder supporting the Accounting Officer (Deputy Chief Secretary).
17. Manage and develop self and others to improve personal and team performance and deliver successful outcomes against plans and objectives.
18. Ensure the review and update of the Code of Management (CoM) so that there is a single and effective CoM for managers and employees to use and apply.
19. Promote a culture of strong communication and project team working and encourage staff to use their skills by contributing to corporate projects and initiatives.
20. Responsible for the effective management and timely resolution of people management issues which may include acting as Investigating Officer or Hearing Manager for senior and/or complex cases.
21. Completing Manager Self Service (HR21) processes where appropriate.
22. Manage the efficient and effective use of resources to support activities and to achieve section and service objectives. Contribute to the annual Medium Term Expenditure Framework (MTEF) process.

Special Conditions

There are no special conditions associated with this role.

However, for the proper performance of the responsibilities this post will not be limited to normal working hours, the postholder will, in response to the demands of the post, be required to work out of normal working hours.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met in terms of requisite number of hours/number of development sessions, etc., and when necessary submitted to Professional Institute to maintain professional status.	iv
Planning & Delivery of Work: Structures business or service unit to deliver key objectives and obtain and allocate resources. Defines a balanced set of targets and measures aligned with delivery plans.	v
Analysis and use of Information: Identifies trends from complex or conflicting data. Takes steps to address the root causes of highly complex problems. Develops new policy and procedures.	v
Decision Making: Shapes new policies and sets long-term objectives. Understands the wider strategic environment to make appropriate resource decisions. Strategically processes the impact of decisions. Determines results which are aligned to strategic decisions. Ensures decisions are evidence-based drawing on available knowledge and past experience.	v
Working with Others: Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Develops relationships with key stakeholders. Influences key stakeholders on issues relevant to the organisation. Creates an environment which will enable delivery of shared policy outcomes.	iv
Communication: Promotes communication across the organisation. Negotiates to reconcile individual competing priorities. Communicates the organisation's priorities. Summarises complex information in an effective manner.	v
Influencing and Persuading: Influences the organisation's strategy by utilising internal and external resources. Delivers influential advice and briefings. Focuses on outcomes irrespective of the source of the challenge. Sets strategies to support a diverse workforce.	v
Dealing with Change: Takes wide view of strategic needs. Directs and drives organisational change. Evaluates the impact of change on the organisation. Initiates attitudinal change across the organisation. Provides appropriate support mechanisms during a period of change.	v



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Continuous Improvement: Keeps up to date with developments that affect SHG and anticipates what may affect it in the future. Creates an environment which allows people to improve the way they work. Creates an environment where employees and colleagues work to improve the way things are done.	iv
Managing Resources: Ensures resources are allocated and used to meet key priorities. Sets corporate directives and develops long-term strategies to achieve this. Ensures that others buy in to corporate goals and functions.	v



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Qualified to Chartered Institute of Personnel Development Level 7, or equivalent level of demonstrable attainment or experience	E	√	
Chartered MCIPD or Chartered FCIPD or equivalent member/registration status	E	√	
Degree level education or equivalent level of demonstrable attainment or experience in HR Management or Organisational Development	E	√	
Project or Programme Management Qualification (e.g. Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Knowledge & Experience:			
Proven track record of successfully leading HR and Organisational Development functions in complex organisations	E	√	√
Proven track record of delivering successful Workforce Planning and Organisational Development interventions across diverse organisations	E		√
Knowledge of how government / public sector operates with, ideally, experience of working in such an environment	E	√	√
Proven track record of successful HR transformational and modernisation projects	E		√
Strong commitment to Customer Service and Employee Engagement based on solid experience and working knowledge of UK Employment Law, Employee Relations and Employee Development issues	E		√
Experience of writing and implementing People Policy and Strategy	E		√
Experience of strong leadership, inspiring others to deliver transformational projects and impactful results	E	√	√
Experience of successful management at a senior level and developing and leading high performing teams	E	√	√
Experience of managing organisational experts outside own professional area	D		√
Experience of analysing and interpreting complex information to develop solutions or solve problems	E		√
Successful experience of planning and implementing	E	√	√



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change within a broad and complex environment			
Experience of managing and controlling budgets, resources and funding	E	√	√
A sound understanding of the social, economic and political environment of the Public Service and working with staff groups	D		√
Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)	E	√	
Skills and Abilities:			
High level verbal, written and digital communication skills, sufficient to engage professionally and appropriately with employees, managers, elected members and partners	E	√	√
Excellent analytical skills with an aptitude for developing innovative solutions to complex issues	E		√
High level of interpersonal skills and emotional intelligence, with the ability to inspire and manage team(s) and articulate the vision for the service	E		√
Excellent time management and planning and organisation skills	E		√
Confidence, resilience and ability to work under pressure, with conflicting priorities and balancing a large workload	E		√
Encourages the application of new ideas, contributes to strategic planning and managing change	E		√
The ability to influence, network and use professional judgement and diplomacy to make decisions	E		√
Capable of leading programmes, projects or initiatives, which have significant resources and strategic impact	E		√
The ability and willingness to work in flexible ways and to support the team during times of peak activity, stepping across or down into operational HR work as required in order to achieve necessary outcomes	E		√
Other:			
Willingness to work flexibly – some evening or weekend work may be required.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√



PERSON SPECIFICATION

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Not applicable.