

Job Description: People Specialist Lead

Faculty/Directorate/Service Area:	People Services
Job title:	People Specialist Lead
Salary:	Grade 9 £46,735 - £55,755 per annum together with USS pension benefits
Hours of work:	Full time
Contract:	This is a fixed term position until July 2026
Location:	This position will be based at Singleton Campus, supporting other campuses as required

Background	The People Specialist Lead role will provide proactive and re active professional advice and delivery in all people related matters including, but not limited to, Industrial Relations, Employee Relations, People Development, Equality, Remuneration, Workforce Planning and Governance. This role will work in partnership with all other People Professionals in providing an efficient and quality People Service to the University.
Main Purpose of Post	1. Working autonomously to provide efficient and effective advice and delivery, prioritised based on the needs of the business. 2. Accountable for delivering exceptional customer service at all times, where queries are solved at the first point of contact or escalated appropriately, inspiring customer confidence in the delivery of People Services through a solution orientated, professional customer experience whilst maximising productivity. 3. Accountable for the pro-active planning of People Services delivery, in accordance with business requirements in a structured manner, providing clarity of expectation, timeframe and quality to all colleagues in an environment of conflicting priorities. 4. Develop strong relationships with senior leaders and People Services colleagues to build insight into existing levels of capability within their service against future requirements. 5. Be accountable for defined outcomes within the People Strategy, which will be delivered on time and to the required level. 6. Accountable for delivery of People outcomes, working in partnership with senior leaders and People Services colleagues to develop, implement and embed a systematic approach to identifying issues and developing innovative solutions. 7. Role model a continuous improvement approach, using meaningful MI and qualitative evidence to ensure People solutions add value, are in line with the university's vision and drive sustainable performance for the organisation and customers. 8. Using organisational political understanding to influence with impact at all levels of the organisation through the ability to read situations, apply emotional intelligence and manage situations effectively. 9. Using agility, resilience and professional knowledge to deliver effectively within a complex organisation. 10. Leading people through ambiguity and change while ensuring effective operational delivery. 11. Use a coaching style of leadership to enable line managers to take accountability for delivery of People outcomes within the University. 12. Design, deliver and evaluate training and facilitation solutions to increase the skills and capability of line managers and other stakeholders in relation to People Services. 13. Be outward looking and future focussed, using professional networks to benchmark performance, identify trends and recognise innovative approaches that will enable the university's vision.

	14. Responsible for working collaboratively with colleagues across People Services to develop shared insights, priorities and activities as part of delivering the organisational People Strategy. 15. Continually seek and act on feedback to learn and develop as a professional, taking responsibility for own CPD. As a high performing Department, People Services are constantly improving and all professionals are expected to engage in alternative roles in other areas of People Services or the wider University, for personal and professional growth or where it may be operationally required.
General Duties	16. To fully engage with the University's Welsh language policies 17. To promote equality and diversity in working practices and to maintain positive working relationships. 18. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 19. Any other duties as agreed by the Faculty /Service Area. 20. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy.

Leadership Values	All Professional Services areas at Swansea University operate to a defined set of Core Values: Professional services values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. In addition you will operate to a defined set of Leadership Values: We are Professional We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance. We Work Together We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University's vision. We care We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motivate and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.
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Essential Criteria:

Leadership Values:

1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.
2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.
3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.

Qualifications:

Essential

1. A CIPD qualification (minimum of level 5) or equivalent experience at this level.

Desirable

1. Executive coaching qualification or equivalent experience at this level.

Experience:

1. Experience of providing a service to a Director level/Senior Leadership Team within a complex organisation.
2. Evidence of having the agility, resilience and professional knowledge to deliver effectively within a complex organisation.
3. Evidence of leading people through ambiguity and change while ensuring effective operational delivery.
4. Experience of organisational political understanding and influencing with impact at all levels of the organisation through the ability to read situations, apply emotional intelligence and manage situations effectively.
5. Evidence of using a continuous improvement approach, developing and utilising MI to evaluate the impact of service delivery, ensuring solutions add value and drive sustainable improvements in customer service.
6. Proven track record of role modelling leadership behaviours, showing courage and confidence to speak up skilfully and challenge others even when confronted with resistance utilising professional expertise.
7. Proven experience of continual professional development, taking personal responsibility for seeking and acting on feedback to learn and develop as a professional.
8. Evidence of using coaching style of leadership to drive performance.
9. Evidence of designing, delivering and evaluating training and facilitation interventions that are impactful and deliver high quality outcomes.
10. Evidence of working with People Services community to develop shared insights, delivery of priorities to in a collaborative way across the service. Evidence of engaging in horizon scanning and professional networks, benchmarking and identifying research trends and innovative approaches to enable improvement.

Desirable Criteria:

1. Ability to communicate in Welsh

Welsh Language Level	Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.
Additional Information	Informal enquiries: Sian Cushion S.S.Cushion@Swansea.ac.uk

