

Job Description: Faculty or Professional Services Head of People

Faculty/Directorate/Service Area:	People Services
Job Title:	Faculty or Professional Services Head of People
Salary:	Grade 10
Hours of work:	Full time
Contract:	This is a permanent position
Location:	This position will be based at Singleton Campus, supporting other campuses as required

Background	<p>This role will be accountable for partnering with Faculty Leadership Team and or Professional Services Leadership Team, providing a highly visible service to the designated area whilst role modelling exceptional leadership in professional people services. Providing insight into the University's business and culture, identifying risks and opportunities offering flexible, innovative solutions that will deliver cultural change across the University to achieve the Strategic People Plan.</p> <p>Acting with a strong sense of purpose and a dynamic vision for People Services, they will confidently advise, influencing with impact, Senior Leaders, utilising their professional expertise.</p> <p>This role will have accountability of leading on University transformational people priorities and / or subject lead in agreed areas. Continually professionally developing People Leads within these areas.</p>
Main Purpose of Post	<ol style="list-style-type: none"> 1. Accountable for the delivery of the University People outcomes, working in partnership with senior leaders, senior People Services colleagues and trade unions to develop and implement a systematic solution orientated approach to provide a consistent professional customer experience. 2. Accountable for providing a strategic people partnership service to senior leaders within the University. 3. Develop and maintain influential relationships with senior stakeholders across the University to build insight into existing levels of capability against future requirements, to identify gaps and risks to delivering the University People Strategy. 4. Provide effective and timely communication to the Director of People Services. 5. 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. 6. Responsible for the development and implementation of the University People Strategy. 7. Accountable for the development and delivery of aspirational Faculty/Professional Services People Plans. 8. Working across the services (specialist and people service centre) to ensure our policies, processes and services are applied efficiently and to the agreed quality. 9. Recognised as a leading authority in People Services, to engage and influence others to shape and deliver the University's strategic aims whilst partnering with senior leaders. 10. Role model a continuous improvement approach, utilising MI, to ensure solutions add value, are in line with the university's vision and drive sustainable performance for the University. 11. Use a coaching style of leadership to enable senior leaders to take accountability for delivery of People outcomes within the University. 12. Accountable for leading an outward looking and future focused professional team, horizon scanning and using professional networks to benchmark and research trends and innovative approaches that will enable the university's vision. 13. Deliver successful outcomes through people, supporting, developing and challenging teams to succeed. Accountable for providing clarity and direction, creating a culture that motivates others to be innovative, and outcome focused and to perform effectively during challenging and changing times. 14. Continually seek and act on feedback to learn and develop as a professional and as a leader taking responsibility for own CPD and act as a role model for the senior team. As a high performing Department, People Services are constantly improving and all professionals are expected to engage in alternative roles



	<p>in other areas of People Services or the wider University, for personal and professional growth or where it may be operationally required.</p>
<p>General Duties</p>	<ol style="list-style-type: none"> 1. To fully engage with the University's Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. 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. 4. Any other duties as agreed by the Faculty / Professional Services. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy
<p>Leadership Values</p>	<p>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.</p> <p>In addition you will operate to a defined set of Leadership Values:</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p>Person Specification</p>	<p>Essential Criteria:</p> <p>Leadership Values:</p> <ol style="list-style-type: none"> 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. <p>Qualifications:</p> <p>Essential</p> <ol style="list-style-type: none"> 1. A CIPD qualification (minimum of level 7) or equivalent experience at this level



Desirable

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

Experience:

1. Evidence of strong organisation and planning to deliver business objectives whilst maintaining quality customer service.
2. 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.
3. Evidence of developing and maintaining influential relationships with senior stakeholders across a complex organisation to build insight into existing levels of service provision against future requirements, identifying gaps and risks to enable delivery of the people service.
4. Experience of organisational political understanding and influencing with impact at all levels of the organisation through the ability to read situations, have high level of emotional intelligence to manage situations effectively.
5. Experience of providing a service to a Director level and 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 leadership and development of a team of people professionals to deliver outcomes on time and to the required standard, at pace, within a complex organisation.
4. Evidence of developing and maintaining influential relationships with senior stakeholders to build insight into existing levels of capability against future requirements using a coaching style of leadership to enable senior leaders to take accountability for delivering people outcomes across the university.
5. Evidence of developing and implementing a people strategy plan that has been delivered on time and to the required level demonstrating the ability to engage and influence with impact to shape the future.
6. Evidence of delivering people outcomes in partnership with senior leaders, senior people services' colleagues and trades unions to develop and implement a systematic solution orientated approach to provide a consistent professional customer experience.
7. Evidence of using a continuous improvement approach, developing and utilising MI to ensure people solutions add value to drive sustainable performance for the university.
8. Evidence of leading and coaching an outward looking and future focussed professional team, horizon scanning and using professional networks to benchmark and research trends and innovative approaches.
9. Evidence of working collaboratively with People Services colleagues and senior leaders where shared insights, priorities and activities have been developed as part of the University's plan and strategy.

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
Shortlisting Date: TBC
Interview Date: TBC

A DBS check is not required for this role.

