

**PEOPLE OFFICER**  
**Theatr Clwyd**  
Job Description

Family: Company Support  
Responsible for: N/A  
Reports to: Head of People  
Grade: OP4

**Job Purpose**

To support the Head of People and People Managers on a range of HR activities including the interpretation and application of people policies and procedures, terms and conditions of employment, employee relations, attendance management and recruitment and retention. You will be the first stop for advice related to people for our team and managers. Ensure all administrative tasks related to the people function are in place. Support on the delivery of OD initiatives, learning and development, job evaluation and HR policy development and review.

**Key responsibilities**

General

- Manage the administration of the full company member lifecycle including recruitment, onboarding, learning and development, performance management and employee relations.
- Provide general advice, guidance and support to all managers/company members on people queries which could include the interpretation of policies and procedures, terms and conditions and employment issues such as discipline, grievance and absence management.
- Manage the People team inbox.
- Maintain HR records and update key People documents.
- Support the welcoming and onboarding of new company members.
- Coordinate the onboarding and leaver process.
- Day-to day administration support of the People Team.
- Support in the research and development of new policies and the development of associated management guidance.

### Operational Support and Services

- Provide practical support to the Head of People and People Managers on organisational change processes by supporting consultation exercises with company members.
- Analyse and format Attendance Management reports, cascading, within a set deadline, the information to People Managers and work with them to improve attendance and service delivery.
- Analyse management information in respect of casework e.g. attendance management, disciplinary, capability, grievance, recruitment & selection.

### Employee Relations

- Support the Head of People on a range of HR activities relating to conduct, capability, attendance, general performance management and grievances.
- Addressing company member concerns, managing conflicts, facilitating communication between managers and company members, promoting positive workplace culture.
- To provide advice on disciplinary and grievance issues.
- With the guidance of the Head of People, maintain effective working relationships with Joint Trades Unions and People Managers in relation to casework and employment related issues, ensuring good consultation and communication practices are routinely adopted during HR activities.

### Pay and Reward

- Administer our company member reward and benefits.

### Learning and Development

- Supporting performance review processes, identifying training needs for company members.
- Deliver and/or coordinate learning and development programs for company members on company policies, safety procedures, and other relevant topics.

### Other

- Contributing to the development and implementation of company HR policies.
- To perform any other duties as reasonably required by the Head of People.

## **Person Specification**

### **Essential**

- CIPD Level 3 or equivalent.
- Proven experience of working in a HR function; including recruitment, onboarding, learning and development and employee relations.
- Excellent organisational, communication and interpersonal skills.
- Strong problem-solving and conflict resolution abilities.
- Proficiency with HR Management Systems (HRIS).
- Working knowledge and understanding of current employment law and HR best practice.
- The ability to act with tact, diplomacy and discretion and to deal appropriately with confidential and sensitive information.
- A personal and professional commitment to equal opportunities and diversity.

### **Desirable**

- Industry experience in an administrative HR role
- Experience of working in partnership with unions
- Full Driving License
- Conversational and written Welsh