

JOB DESCRIPTION

POST:	People and Culture Officer (mat leave cover)
DIVISION:	People and Culture
RESPONSIBLE TO:	People and Culture Manager
SALARY:	Starting Salary £30,002 (Salary scale £30,002 - £35,076)

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Equity, Diversity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

Role Summary

We're looking for a confident, organised and tech-curious People & Culture Officer to join our friendly People & Culture team on a fixed-term basis to cover maternity leave.

This is a brilliant opportunity to step into a varied and rewarding role that combines HR administration, systems management, learning coordination and a growing focus on digital improvement. You'll play a key part in keeping things running smoothly day to day while also helping us make the most of the systems and tools that support our people.

Our HR system (Personio) and Learning Management System (LMS) are central to how we operate. We're keen to find someone who not only enjoys working with them but also looks for ways to make processes simpler, smarter and more effective. You'll also be a helpful first point of contact for employee queries, supporting the full employee lifecycle from recruitment and onboarding through to exits.

You'll be joining a close-knit People & Culture team that is supportive, values-led, and proud of the work we do. The team includes our Director of People & Culture, People & Culture Manager (line manager), two People Partners, a Learning & Development Manager, and a Volunteer Coordinator. You'll work closely with the whole team to ensure smooth operations, support colleagues across the employee cycle, and contribute to continuous improvement initiatives. We believe in combining structure and consistency with curiosity and creativity, and we're excited to welcome someone who brings the same energy.

Key Results Areas

People Administration and Lifecycle Support

- Prepare and issue contracts, offer letters, variation letters and onboarding materials for new starters and existing employees
- Coordinate onboarding processes, working closely with managers and IT to ensure everything is in place
- Support offboarding administration including system updates and exit paperwork
- Track and manage key dates such as probations, appraisals and training completion

- Maintain digital employee files, shared drives and templates in line with internal policies and compliance standards
- Keep People team trackers, documents and planning tools up to date.

Inbox and First-Line Support

- Manage the People and Culture team mailbox and respond to day-to-day employee queries with warmth and professionalism
- Signpost colleagues to the right resources, policies or systems and escalate complex issues where needed to the People team
- Maintain an approachable and solutions-focused tone in all communications
- Help foster a smooth and supportive experience for all employees interacting with People and Culture

HR and Learning Systems (Personio and LMS)

- Act as the day-to-day lead for our HR system (Personio) and support the rollout and maintenance of our LMS
- Ensure data across both systems is accurate and up to date, including employee records, workflows and templates
- Configure system settings and workflows with support from the team, adapting to organisational changes as needed
- Troubleshoot issues and work with system providers to resolve problems or improve performance
- Run scheduled and ad hoc reports for the People team and wider organisation
- Support GDPR compliance by ensuring data handling is secure and consistent
- Take a continuous improvement approach, suggesting changes that make systems more efficient and user-friendly

Learning and Development Coordination

- Support upload and maintain content on our LMS
- Support with scheduling and coordinating internal and external training sessions
- Work with the wider L&D Manager to keep our learning offering organised, accessible and engaging

Reporting, Metrics and Improvement

- Support the team with regular people data reporting, compliance tracking and audit preparation
- Contribute to the ongoing review of processes and documentation, recommending updates or improvements
- Help us evolve how we use data and systems to support a better employee experience
- Bring ideas to the table around how we could work more efficiently, use systems better or simplify admin tasks

What We're Looking For

We're looking for someone who enjoys a role that combines structure with variety and who takes pride in delivering a high standard of work. You'll be great in this role if you have:

- Previous experience in a HR or People administration, coordinator or systems role
- Confidence using HR systems and a natural curiosity around tech
- Excellent attention to detail and strong organisational skills
- A calm and friendly communication style, both written and verbal
- A proactive mindset and the ability to spot what needs doing and take the initiative
- Ability to handle sensitive information with confidentiality and care
- A problem-solving approach and enthusiasm for continuous improvement
- A team player attitude, willing to help out and get stuck in where needed

What You'll Get From Us

- A supportive and people-centred team, with space to contribute ideas and grow
- Opportunities to develop your skills in systems, learning and process improvement
- 40 days annual leave, inclusive of bank holidays
- Pension scheme and wellbeing support

- Flexible and hybrid working arrangements
- The chance to shape and improve how we work behind the scenes
- A workplace with values of with love, with passion and with strength

A Note on This Role

This role is a maternity cover for a valued member of our team who has played a big part in shaping the systems and processes we have in place today. While you won't be expected to replicate everything they've built, we are looking for someone who is confident stepping into a fast-moving and well-organised People function and who is ready to hit the ground running with systems and structure already in place and support further development in those areas. You'll have support around you, and you'll be part of a team that truly looks out for one another.

Corporate Responsibility

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.
- Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Equity, Diversity and Inclusion and anti-discriminatory practices.
- Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

PERSON SPECIFICATION

POST: People and Culture Officer

AREA	ESSENTIAL	DESIRABLE
Experience	HR, People Administration, or HR Systems experience; supporting the full employee cycle (recruitment, onboarding, development, retention, exit)	Experience managing a Learning Management System (LMS)
Knowledge	Strong working knowledge of HR systems (Personio or similar); understanding of GDPR and data protection in HR	Familiarity with HR best practice, compliance standards, reporting, and metrics CIPD Level 3 or equivalent HR qualification
Skills	Excellent attention to detail and organisational skills; calm, professional communication (written and verbal); ability to handle confidential information; proactive and solutions-focused; strong problem-solving skills; effective team player	Coordinating Learning & Development administration activities, ability to suggest and implement process improvements
Other	Confident using digital tools; curiosity and enthusiasm for systems and process improvement; ability to work in a structured, fast-moving environment	Interest in digital innovation and streamlining HR processes; flexible and adaptable in a dynamic team environment