



# JOB DESCRIPTION

Head of HR

March 2025

# Overview

## VALUES, BEHAVIOURS AND EQUALITIES

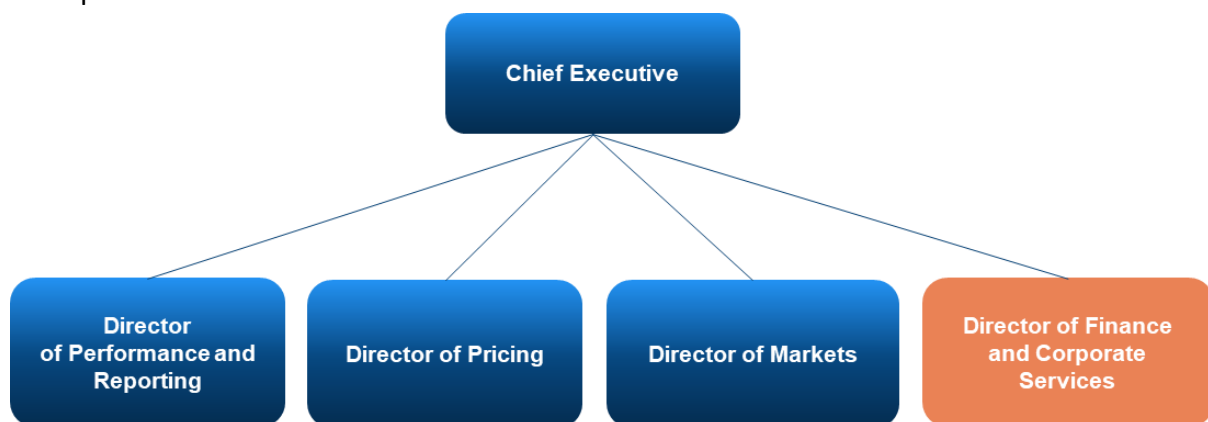
We want our colleagues to live our values. These values describe what we stand for and how we do things at WICS, whilst inspiring, challenging and guiding us towards the delivery of our organisational ambition and goals.

**Our values are: As an organisation that operates in the public sector we subscribe to the seven principles of public life which are selflessness, integrity, objectivity, accountability, openness, honesty and leadership.**

These values will also help us to achieve our equalities vision of being a proud, fair and cohesive organisation, a great place to work.

## WICS ORGANISATIONAL STRUCTURE

This structure is designed to ensure effective governance, clear accountability, alignment with our strategic goals, and the delivery of value for money throughout. It reflects our commitment to maintaining a robust regulatory framework and fostering collaboration across all departments



## FINANCE AND CORPORATE SERVICES DIRECTORATE

The **Finance and Corporate Services Directorate** at WICS is essential for supporting the organisation's operational efficiency and effectiveness. It manages key functions such as finance, human resources, IT, procurement, and facilities, ensuring WICS meets its regulatory objectives. The directorate focuses on optimising resources, maintaining robust governance and compliance standards, and fostering continuous improvement across the organisation. By delivering high-quality support services, the directorate enables WICS to achieve its strategic goals and maintain a high level of service delivery in regulating the water sector in Scotland.

## Job description: Head of Human Resources

Job title	Head of HR
Pay grade	Senior Manager/Head of £60,000 to £80,000
Directorate	Finance and Corporate Services
Reports to	Director of Finance and Corporate Services
Location	Stirling

### MAIN DUTIES AND ACCOUNTABILITIES

The Head of HR will lead the strategic and operational management of the HR function within WICS, ensuring alignment with organisational goals and fostering a culture of inclusivity, engagement, and continuous improvement. As the only HR professional in the organisation, you will play a key role in enabling WICS to fulfil its statutory responsibilities by effectively managing and developing its workforce.

Key responsibilities include:

#### Strategic HR leadership

- Develop and execute comprehensive HR strategies that align with WICS's overall business goals, including talent acquisition, succession planning and employee development initiatives.
- Lead the recruitment process, identifying top talent, managing onboarding, and overseeing performance management systems to optimise employee performance.
- Partnering with the leadership team to provide strategic HR advice and support on key business decisions impacting the workforce. Lead organisational development (OD) initiatives to build capability, improve culture, and enhance leadership and staff engagement.
- Oversee learning strategies to promote continuous professional development across all organisational levels, in the promotion of a high-performance culture.
- Champion equality, diversity, and inclusion (EDI) initiatives, embedding inclusive practices in all policies and culture.
- Drive cultural transformation through development programmes and staff engagement surveys, using insights to inform improvements.

#### Operational HR delivery

- Maintain up-to-date HR policies that comply with legislation and align with best practices, including the Scottish Public Finance Manual (SPFM).

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- Develop and deliver wellbeing programmes that support employees' physical, mental, and emotional health.
- Lead the organisation's Right to Work compliance and overseeing WICS' responsibilities as Visa Sponsor.
- Oversee end-to-end recruitment processes and implement strategies to attract, onboard, and retain high-calibre talent.
- Implement effective performance management frameworks that align individual goals with organisational objectives.
- Act as a strategic advisor and escalation point for complex employee relations matters, ensuring fair outcomes.

### **Governance and compliance**

- Develop and manage HR reporting systems, leveraging data to inform strategic priorities.
- Ensure compliance with all regulatory requirements, including GDPR, health and safety standards, and employment law.
- Work closely with auditors to maintain high standards of governance and assurance in HR practices.

### **Contract management**

- Manage relationships with external partners, including learning providers and recruitment agencies, ensuring alignment with organisational goals and value for money.

## **PAY BANDING RESPONSIBILITIES**

### **HEAD OF FUNCTION RESPONSIBILITIES**

The Head of Function roles within WICS are instrumental in setting the tone within the organisation and ensuring that each function operates with a high level of professionalism and effectiveness. The Head of HR role is therefore required to:

### **Governance and compliance**

- Adhere to the WICS Corporate Governance Framework, ensuring all HR activities are compliant with regulatory and statutory requirements.
- Promote high standards of integrity, openness, and accountability in line with public sector principles.

### **Risk and assurance**

- Proactively identify, assess, and mitigate strategic and operational HR risks, ensuring effective controls are in place to support organisational resilience.

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- Collaborate with internal and external auditors to provide assurance on HR practices and compliance with policies.

### **Performance management**

- Deliver a robust performance management framework that aligns individual objectives with organisational goals.
- Promote a culture of continuous improvement by embedding career development and regular feedback mechanisms.

### **Leadership and culture**

- Champion WICS' organisational values, fostering a culture of inclusivity, innovation, and collaboration.
- Act as a role model for ethical behaviour, inspiring trust and driving high performance across the organisation.

### **Strategic contribution**

- Support the Director of Finance and Corporate Services in aligning HR strategies with the broader organisational vision.
- Provide strategic input into planning processes to ensure HR practices underpin the achievement of long-term objectives.

### **Resource management**

- Ensure efficient use of resources across the HR function, aligning spending with organisational priorities and maintaining value for money.
- Oversee the allocation of training and development budgets, ensuring investment aligns with organisational needs.

By embracing these responsibilities, the Head of HR will play a pivotal role in ensuring WICS operates with excellence and integrity, fostering a positive and inclusive culture that empowers employees to deliver on the organisation's strategic objectives.

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Role requirements	Essential	Desirable
<b>Knowledge</b>		
Comprehensive understanding of HR strategies, workforce planning, and organisational development	<input checked="" type="checkbox"/>	
Understanding of employment law, equality legislation, <u>Right to Work</u> and HR compliance requirements.		
Knowledge of performance management and quality improvement processes.	<input checked="" type="checkbox"/>	
Familiarity with the Scottish Public Finance Manual (SPFM) or equivalent governance frameworks.		<input checked="" type="checkbox"/>
Knowledge of modern HR systems and their potential for enhancing workforce management.	<input checked="" type="checkbox"/>	
Awareness of innovative talent management and leadership development practices.		<input checked="" type="checkbox"/>
Understanding of change management methodologies and employee engagement strategies.	<input checked="" type="checkbox"/>	
<b>Skills</b>		
Strong interpersonal skills, with the ability to build effective relationships with a wide range of stakeholders.	<input checked="" type="checkbox"/>	
Able to demonstrate a high standard of written and verbal communications skills, including report writing and presentation skills.	<input checked="" type="checkbox"/>	
Excellent written and verbal communication skills, including report writing and presentations.	<input checked="" type="checkbox"/>	
Proven ability to mediate and resolve complex HR issues with fairness and sensitivity.	<input checked="" type="checkbox"/>	
Strategic thinking and the ability to align HR initiatives with organisational goals.	<input checked="" type="checkbox"/>	
Strong analytical and problem-solving skills, with experience using HR metrics to inform decision-making.		<input checked="" type="checkbox"/>

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Proficiency in using HR software and standard office applications. ☒

Demonstrated ability to lead and develop high-performing teams. ☒

### Experience

Extensive experience in senior HR roles, including organisational development and cultural change initiatives. ☒

Track record of successful talent management, succession planning, and leadership development. ☒

Experience in managing EDI programmes and embedding inclusive practices in the workplace. ☒

Proven ability to develop and implement HR policies aligned with best practice and regulatory requirements. ☒

Experience in designing and delivering employee engagement strategies. ☒

Managing relationships with external vendors contractors and strategic partners. ☒

Public sector or regulatory environment experience. ☒

### Qualifications

Educated to degree level or equivalent experience in HR, business, or related fields. ☒

CIPD Level 7 qualification or equivalent professional HR certification. ☒



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WICS Economic  
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