



job description

Job Title: People & Culture Officer

Reports to: Regional People & Culture Manager

Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. We believe work should be a place where you can feel your best and be your best.

Purpose of the role: To work in partnership with the General Manager and centre Leadership and Management teams to attract great people and ensure an engaging colleague experience, allowing the opportunity for fun and development whilst championing colleague welfare and wellbeing.

Partner

Lead and co-ordinate a centre-based workforce plan by partnering with the resourcing, people development and the centre leadership team to ensure vacancies are filled and skill requirements are met.

Ensure best practice and consistent approaches are implemented to attract, interview, onboard and manage talent.

Achieve resourcing targets by developing and leading local resourcing partnerships, initiatives, and events.

Present regular predictive and prescriptive people data and analytics, adding value through insight to drive change and improvement. Specifically providing data related to key people related metrics such as colleague engagement, employee relations, performance management, resourcing, attrition, and people management upskilling

Partner with centre leadership teams to consider people consequences of changes to policy, process, or practice. Analyse and communicate the potential impact (positive or otherwise) on the colleague experience.

Partner with centre leadership teams to deliver all operational balanced scorecard targets and the Company's employee engagement platform reporting and analysis, support with action planning and communicating survey outcomes.

Partner with centre leadership teams to address leaver reasons, taking action to address and improve colleague retention.

Recognise and actively seeks out future talent and supports development through the career pathways and expectation maps.



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Advisor

Provides expert advice and guidance on employee relations cases including safeguarding and colleague wellbeing matters, in line with company policy, procedure and current employment law to ensure quality and consistency.

Maintains an overview of all employee relations cases, ensuring fairness and consistency for colleagues and adherence to set employee relations timeframes.

Escalates high risk, complex employment matters or procedural concerns to the central P&C team, senior operations team and any relevant third party.

In complex or serious employee relations cases, play a key role as part of the decision-making panel.

Ensures managers can self-serve and manage their teams effectively by signposting to existing guidance, policy, and procedures.

Colleague Champion

Champion and ensure fair and ethical people practice and processes.

Ensure the effective implementation of a positive colleague welcome experience and full colleague journey, including the relevant administration tasks.

Lead on, or support, the launch and ongoing communication of colleague experience initiatives including delivering insights to the wider People & Culture departments to support the continuous development of the Employee Value Proposition.

Be an ambassador for colleague communal areas and residential accommodation, partnering with the facilities team and line managers to ensure cleanliness and facilities are upheld to promote a safe environment and adherence to company standards and policies.

Lead and inspire teams to build a fun, safe and inclusive culture, including the management of the centre welfare budget to enhance the colleague journey.

Promote colleague experience initiatives such as the values recognition scheme to support delivery of our Employee Value Proposition.

Champion and encourage excellent communication with colleagues through listening groups, colleague briefings and our recognised online platform Viva Engage.



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Change Agent

Identifies the capability of the leadership and management team in people management processes and practices specifically:

- Proactively implement a programme of upskilling
- Delivering training to address skills gaps.
- Assessing the success of training and identify any further action needed.

Champions and contributes to change initiatives and updates to processes, supporting managers to facilitate and embed change.

Proactively coaching and mentoring managers and leaders to achieve people focussed solutions and achievement of business objectives.

Champion the ongoing development and performance management of teams.

Centre Leadership

Contributing to the effective running of centre by participating in Emergency Support Manager shifts where required.

Attend full colleague briefings and lead in the absence of the General Manager.

Attend and contribute to centre leadership meetings.

Right to Amend: The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Personal Specification

Qualifications / Experience:

	Essential	Desirable
Previous people management experience or working in an advisory HR or People & Culture role.	✓	
Experience advising and partnering line managers in employee relations cases to conclusion	✓	
Comprehensive knowledge and understanding of employment law	✓	
Strong organisational skills and ability to meet deadlines	✓	
Experience of delivering individual and group training	✓	
IT literate in Word and Excel including the ability to produce spreadsheets and complete advanced formatting tasks	✓	



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Strong organisational skills, experience of self-directed work and ability to prioritise effectively and meet deadlines	✓	
CIPD Level 5 HR qualification (or equivalent) or willingness to work towards	✓	
Level 3 Education and Training Qualification or similar (or prepared to work towards)	✓	
Mental Health First Aid Trainer (or prepared to work towards)		✓
Have completed Recruiting Safely Training (or prepared to work towards)	✓	
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)		✓
Health and Safety qualification at L2 or above	✓	

Key competencies:

Competency Statement	Competency Area
Gathers and analyses all available information to understand the factors that may influence the decision. Carefully evaluates each potential solution.	Decision Making
Manages own time and workload effectively to focus on best value activities.	Managing Self
Develops and encourages positive internal and external partnerships. Contributes in a way that benefits the organisation, not just own area of responsibility.	Team Working
Produces quality work which consistently meets due dates and deadlines. Uses effective influencing skills to deliver results.	Delivering Results
Actively looks to improve the way we work, promotes a culture of continuous improvement.	Managing Change
Demonstrates commitment to the vision, values and mission of the organisation going the extra mile when required	Commitment and Values
Provides a positive role model for others, demonstrating high standards of personal behaviour.	Commitment and Values
Actively seeks customer feedback and uses it to improve the customer experience.	Customer Focus
Communicates appropriately and effectively with others.	Communication

Chartered Institute of Personnel and Development (CIPD) Core Behaviours:

Behaviour Statement	Core Behaviour
Makes effective and pragmatic decisions or choices based on the specific situation or context.	Situational Decision Making
Asks questions and evaluates evidence and ideas, to create insight and understand the whole.	Insights Focused
Demonstrates curiosity and making the most of opportunities to learn, improve and innovate.	Passion for Learning



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Uses a commercial mindset, demonstrating drive and enabling change to create value.	Commercial Drive
Works and collaborates across boundaries, effectively and inclusively, to achieve positive outcomes.	Working Inclusively
Creates a shared purpose and enables people development, voice and wellbeing.	Valuing People
Shows courage to speak up and skilfully influence others to gain buy-in.	Professional Courage and Influence
Builds trust by role-modelling ethical behaviour, and applying principles and values consistently in decision-making	Ethical Practice

Additional Information:

Right to Amend the Company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of the role, all staff in centre-based HR roles employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.