

Job Description

Role: Human Resources Business Partner

Reports to:	Human Resources Manager
Management responsibility:	HR Officer(s) and HR Assistant(s)
Place of work:	Regular presence in the agreed common contractual SCRA office base for the HR team is required, with travel to other offices when necessary. SCRA operates an agile working policy which enables working from home subject to operational need.

Organisational Context

The Scottish Children's Reporter Administration (SCRA) is an independent statutory body at the heart of the Children's Hearings System, working alongside partners to protect Scotland's most vulnerable children and young people. Rooted in SCRA's Values of being supportive, child-centred, respectful and accountable, our culture is built on compassion, fairness and inclusion.

A skilled, engaged and well-supported workforce is central to delivering SCRA's purpose. HR plays a pivotal role in shaping an inclusive, capable and confident organisation, ensuring people strategies, policies and practices reflect organisational priorities, uphold [SCRA's Values](#) and support continuous improvement. Working collaboratively across SCRA, the role helps create the conditions for colleagues to thrive and the organisation to deliver a high-quality rights-based service.

The HR Business Partner works closely with the Head of HR, HR Managers, Inclusion & Learning Manager, EDI Officer, Locality and Head Office managers, trade union partners and colleagues across SCRA to ensure our people, culture and organisational capacity enable effective delivery of SCRA's responsibilities.

Role Purpose

The HR Business Partner's primary purpose is to support the delivery of the organisation's strategic, people-focused requirements - both across SCRA and within their aligned Localities and Head Office functions - translating these needs into effective, people-centred solutions. They will also lead the design and implementation of people-focused projects and initiatives aligned to SCRA's People Strategy.

As a proactive and experienced HR professional, the HR Business Partner adds value by providing a forward-thinking, solution-driven service to managers and staff across the full range of HR strategies, policies, practices and procedures. The role offers high-quality advice, guidance, support and information, ensuring these contribute to a positive, equitable and compliant working environment.

Role Summary

As the aligned HR partner for designated areas of the organisation, the role plays a pivotal part in shaping and delivering people-focused priorities in collaboration with managers and the trade union. It contributes to key workforce functions, including workforce planning, establishment governance, wellbeing initiatives, performance and absence management, employee relations, talent attraction, succession planning, reward and policy development.

The HR Business Partner also supports HR Manager(s) in delivering strategic HR initiatives such as wellbeing strategy implementation, absence management improvement, employee benefits development, talent attraction, and the modernisation of HR policies in line with legislation, best practice and SCRA's organisational values. The role provides day-to-day management of HR Officers and HR Assistants in delivering the HR Helpdesk and wider HR services, including recruitment and continuous improvement of the employee experience.

The role requires insight, sound judgement, resilience and the ability to build trusted relationships at all levels. Strong communication skills, emotional intelligence and the ability to balance strategic priorities with day-to-day partnering are essential. As with all roles in SCRA, the postholder is expected to role-model inclusive, respectful and compassionate behaviour consistent with our Inclusive Leadership Standards & Behavioural Framework.

Key Responsibilities and Core Actions

The following areas of responsibility are interconnected, and the HR Business Partner is expected to work across all functions.

HR Partner

- Support the Head of HR and HR Managers in delivering SCRA's People Strategy and annual workforce plan.
- Build proactive, effective relationships with aligned business areas, collaborating with HR colleagues to deliver solutions aligned to organisational needs.
- Provide managers with robust, consistent advice on all aspects of employment and people management, to build capability and confidence, and to ensure fair and equitable application of policies and procedures.

- Work in partnership with Locality and Head Office teams to drive organisational change, strengthen staff engagement and maintain inclusive, partnership working with the trade union.
- Actively advise and participate in regular management and partnership meetings, supporting workforce planning and People Strategy implementation to ensure organisational capacity, resilience and readiness to meet future business needs.
- Lead establishment governance and ensure adherence to vacancy management processes and protocol.

Policy Developer & Custodian

- Contribute positively to the development and implementation of HR policies and procedures aligned with corporate objectives, legislation and best practice, supporting effective management and high-quality service delivery.
- Work collaboratively with management teams and the trade union to maximise employee engagement, minimise employee relations issues and promote the Partnership Agreement.

Managing HR Generalist Activity

- Provide authoritative advice, guidance and support to managers in effectively managing complex employee relations issues, during informal and formal processes, including investigations. Advocate early intervention to support suitable remedy and resolution of capability or conduct issues.
- Work with HR Managers to lead the talent attraction strategy, including job design, advert development and selection processes, to attract a qualified, skilled, diverse and values-aligned workforce.
- Support inclusive management development focused on effective team leadership, promoting trauma-informed wellbeing and motivation.

Reward & Remuneration

- Support HR management colleagues in the development of reward and remuneration strategies.
- Lead the job evaluation committee ensuring adherence to best practice.

Continuous Improvement and Project Support

- Undertake specific business programmes and projects as directed by the HR Managers and Head of HR.

Learning and Cultural Development

- Work with the Inclusion & Learning Manager and Learning Officer to develop and deliver learning opportunities that equip staff and managers with the skills, knowledge and confidence needed to perform their roles effectively.

- Champion initiatives that strengthen an inclusive culture aligned with SCRA's values and behaviour frameworks.

Further Role Information

Working at Pace

The HR Business Partner operates in a dynamic environment, balancing strategic priorities with varied operational demands. It requires effective prioritisation, resilience and flexibility to manage competing pressures.

Partnership Working and Internal Relationships

The role involves strong collaboration across with Locality and Head Office teams, trade union representatives and working groups. Relationship-building, influencing and communication skills are essential.

Managing Change and Improvement

Partner with managers and engaging with staff to support effective organisational change, while identifying opportunities to improve HR services, systems, policies and practices.

Digital Competence and Administration

Use strong digital skills to develop and maintain HR systems, and to analyse people related data and analytics to inform improvement.

Qualifications, Experience, Knowledge and Skills

Qualifications & Training

- Chartered Membership (MCIPD) of the CIPD, at CIPD 7 qualification level.
- Degree or equivalent level qualification.
- Strong evidence of continuing professional development.

Experience & Knowledge

- Significant professional HR experience across workforce planning, wellbeing, employee relations, talent attraction, reward, policy development and management development.
- Proven experience working in partnership with a trade union or staff association.
- Extensive experience partnering managers to provide expert employee relations support, including disciplinary, grievance, capability and absence management procedures.
- Experience of trauma informed practice when providing HR advice is desired.
- Experience of supporting the development of a culture where employee capability, wellbeing and development are embedded as core priorities.
- Experience of policy research, development and implementation
- Experience of job design and job evaluation.
- Proven experience using HR systems, Microsoft 365 and digital platforms for data analysis, communication and service delivery.
- Sound knowledge of employment law and HR best practice.
- Strong understanding of inclusion principles and behaviour frameworks, with the ability to support the effective embedding of these values across SCRA.
- Understanding of reward and benefit offerings which support attraction, inclusion and retention.

Skills

- Organisational & Planning - Methodical, adaptable and able to prioritise a diverse workload, whilst delivering support aligned to our shared purpose. Dedicated to providing a high-quality HR service, working with autonomy and flexibility.
- Communication Skills – Excellent communicator who adapts their style confidently and respectfully, including when influencing actions that align with organisational objectives and best practice. Identifies opportunities to strengthen people related communications, ensuring alignment with organisational values and purpose, supporting talent attraction and fostering employee engagement.
- Interpersonal Skills – Builds strong relationships and uses active listening to provide well-informed, authoritative advice, offering persuasive, evidence based recommendations that support positive engagement.
- Coaching & Mentoring – Strong coaching and mentoring capabilities, ideally supporting by experience in mediation.
- Resilience & Professionalism - Resilient, calm and professional in sensitive or difficult circumstances; supporting colleagues with discretion, integrity, empathy and respect, and acting consistently in line with SCRA's values.
- Data Reporting & Analysis – Digitally competent with and able to use digital platforms to ensure provision of accurate workforce data and insights to support evidence-based decision-making.
- Commitment to Continuous Development – Demonstrates a consistent commitment to ongoing professional development.
- Problem solving - Demonstrates sound judgement and applies a creative, solution focused approach to problem-solving.

Communications

Internal

All SCRA managers and employees, trade union representatives and staff networks and working groups.

External

Applicants to SCRA, Occupational Health / Employee Assistance Programme / wellbeing providers, legal advisers, recruitment and talent attraction suppliers, HR networks, trade union officials, Scottish Government network colleagues, CIPD, ACAS and HR professionals in other NDPBs.

Principal Challenge

The key challenge is to deliver a professional, people-focused HR service that supports employee wellbeing and capability, while meeting evolving organisational needs in a dynamic and continually changing environment.