

CVG People Officer



CLYDE VALLEY
GROUP





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Welcome

from the People Director



Dear Candidate,

I am so pleased you have taken the time to review this recruitment pack and are considering this fantastic opportunity to join Clyde Valley and become part of our People Team in this pivotal role.

As our People Officer, you will work closely with the Senior People Partner and managers across the organisation to provide high quality administrative and advisory support across all areas of people management. The role plays a key part in ensuring our people practices are fair, consistent and aligned to our values, while supporting delivery of our Colleague Plan and wider people priorities.

This is a truly varied generalist role, balancing day-to-day operational activity with opportunities to contribute to longer term People projects and initiatives. Whilst the role has responsibility for managing and maintaining key people processes, it also offers the opportunity to lead and support activity relating to colleague wellbeing, Equity, Diversity & Inclusion, process improvement, colleague engagement and people data analysis.

Founded in 1996 through the transfer of around 1,000 homes, Clyde Valley has grown to almost 5,000 homes through a combination of stock transfers and an ambitious development programme. Throughout that growth, our focus has remained the same: delivering great homes, excellent services and value for money for our customers.

As we continue to evolve, we are committed to investing in our people, strengthening our culture and ensuring we are equipped to meet future challenges and opportunities. We believe our colleagues are central to our success and are passionate about helping them realise their potential. We actively encourage learning, professional development and career progression and take pride in creating an environment where colleagues can thrive.

We are looking for someone who shares our values and brings a positive, collaborative and ambitious approach. In return, you will have the opportunity to make a real difference, develop your career and help shape the colleague experience across Clyde Valley.

I would be delighted to receive your application and wish you every success throughout the recruitment process.

Good luck and thank you for your interest in Clyde Valley.

Lisa Beresford
People Director

About

Clyde Valley Group

Who We are

The Clyde Valley Group (CVG) is a thriving social business and registered charity recognised for innovative and partnership approaches to meeting community needs. Clyde Valley Housing Association (CVHA) is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire. CVHA is the Group's main operating company and has a track record of delivering housing management, scheme development and high-quality housing services for a diverse range of customers. Our Group continues to grow, and we now own over 4,700 homes and provide factored services to more than 3,000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meeting housing needs.

Our Vision



“ Shaping a brighter future by building vibrant, inclusive communities. ”

Our Values



BE all about the customer

Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.



BE Inclusive

We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.



BE caring

Most importantly we are people centred, we will listen and support customers and each other.



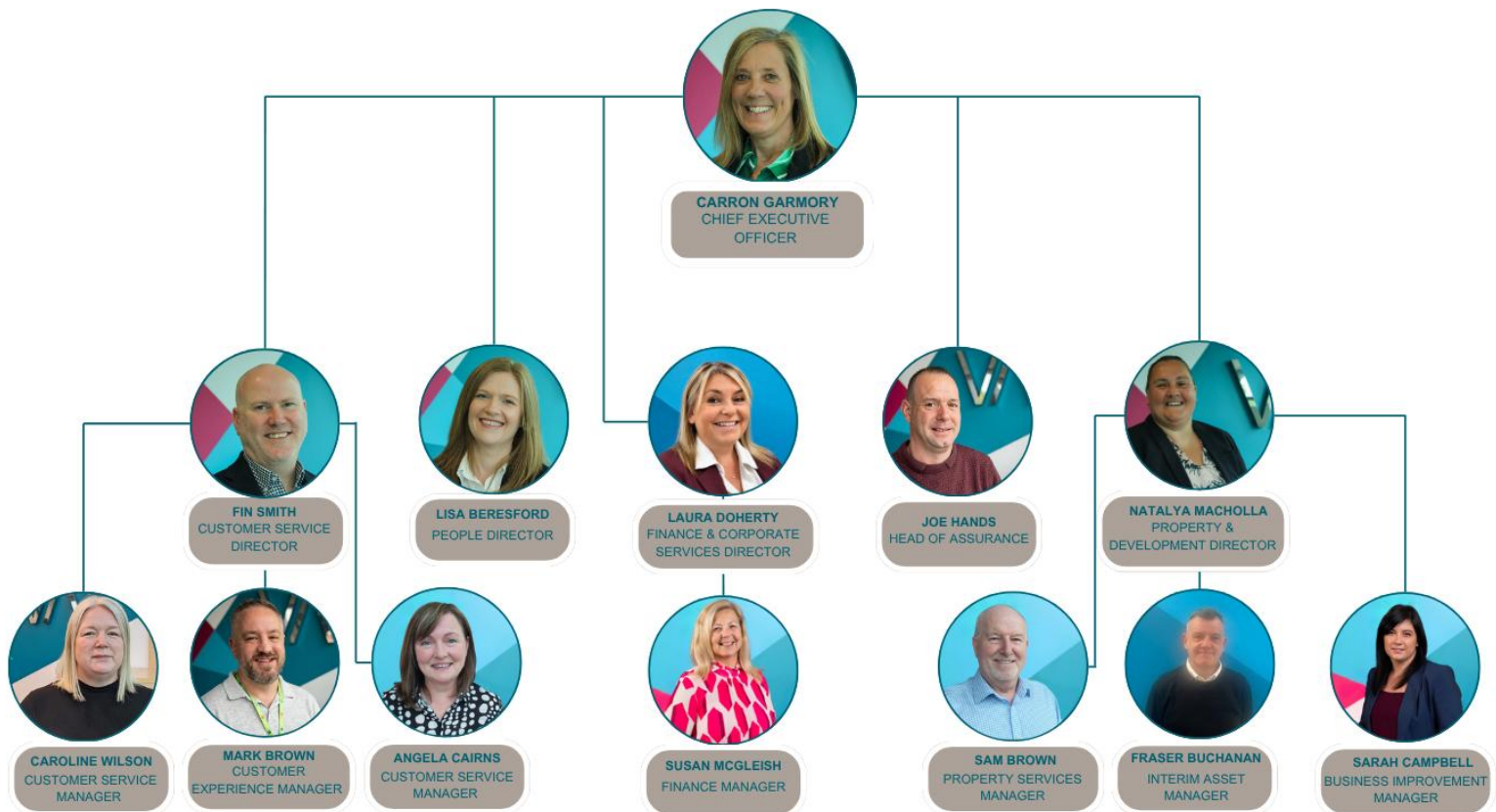
BE driven by excellence

Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

Together we make the difference

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers

Clyde Valley Group Structure



Role Profile

Job Title:	People Officer
Salary:	£36,517 - £39,921 (EVH Grade 6)
Hours:	35 hours per week
Reports to:	Senior People Partner

Overall Purpose

The People Officer will work closely with the Senior People Partner and people managers to provide strong administrative and advisory support in all people management practices across the organisation. This role is integral to ensuring robust, fair and consistent people practice across all teams and supporting the delivery of our Colleague Plan and associated values and behaviours at Clyde Valley.

The role will act as a highly organised, responsive and trusted source of guidance to managers in all People matters and support managers to improve the culture and behaviours of their teams. The role is also responsible for maintaining and improving our people data, systems and processes throughout the colleague lifecycle.

This is a truly generalist role that will balance reacting to circumstances within Clyde Valley, whilst also supporting longer term People projects and initiatives. Whilst the role has a large focus on managing and maintain administrative processes, the role will also lead project activity on employee support including Wellbeing, Equity, Diversity & Inclusion, process improvement and data analysis.

Detailed Duties and Responsibilities

Key Accountabilities

- Responsible for administering all employee lifecycle activity, with a high level of attention to detail, in a responsive and organised manner including:
 - End-to-end recruitment process
 - Pre-employment checks and contracts of employment
 - People induction sessions
 - Attendance and absence matters
 - Annual employment checks e.g. Disclosure, driving license
 - Colleague conferences
 - Learning and development activity
 - Wellbeing initiatives
 - Colleague exit process
 - Monthly payroll processing

- Gather data and provide insights in relation to Equity, Diversity and Inclusion (EDI) to support fostering an environment that reflects the diversity of our people and the communities we serve.
- Develop and maintain excellent working relationships by promoting and fostering a culture of engagement through activities such as team events, taking part in project/working groups and acting as a positive role model for colleagues.
- Lead and coordinate the delivery of wellbeing initiatives aligned with our Wellbeing Commitment and Approach ensuring colleagues feel valued, supported, and empowered to flourish both professionally and personally.

Recruitment & Onboarding

- Plan and co-ordinate the end-to-end recruitment process with hiring managers, including preparing recruitment packs and posting/administering vacancies ensuring candidates and hiring managers are kept informed throughout the process.
- Responsible for conducting pre-employment checks and preparing contracts of employment.
- Responsible for co-ordinating induction plans and delivering our People induction when new colleagues join, creating a welcoming environment aligned with our values.
- Be a key point of contact throughout the recruitment and onboarding process, representing CVG in an engaging and responsive manner.
- Conduct induction check-ins and gathering insight for future process improvement.
- Gather, analyse and produce reporting on equality monitoring from candidates to identify key insights and make recommendations for future campaigns.

Wellbeing

- Act as a Wellbeing Champion by encouraging regular conversations about health and wellbeing with all colleagues.
- Supporting managers in prioritising wellbeing during 1:1s and performance reviews, creating safe spaces where colleagues feel comfortable discussing mental health and accessing support.
- Support the gathering of feedback from colleagues on their wellbeing needs and contribute to the development of action plans and future initiatives. This includes supporting surveys, focus groups, and wellbeing sessions to ensure colleague voices shape our approach.
- Identify and support training and awareness campaigns that build confidence in self-care and peer support. This includes helping colleagues understand the goals of our Wellbeing Approach and Commitment and how it connects to our values and performance.
- Help foster a sense of community by supporting inclusive initiatives such as social clubs and cross-team activities. Work with others to ensure wellbeing efforts reflect diverse perspectives and promote belonging.

Learning and Development

- Responsible for coordinating the annual colleague training plan and updating the learning needs requirements, in line with policy and regulatory requirements.
- Plan and coordinate learning and development activities throughout the year, as agreed by managers and Directors, to support and achieve our corporate objectives.

- Monitor, record and evaluate learning and development activities to ensure value for money, effectiveness and fit with the organisation's culture of continuous improvement and managing talent.
- Design and deliver People training to colleagues and managers in individual and group settings including team processes, changes in policy and People projects.
- Promote equal access to development opportunities and support colleagues from diverse backgrounds to thrive.

Absence Management

- Responsible for accurately monitoring, recording and reporting all attendance and absence matters.
- Responsible for providing comprehensive guidance on individual cases, balancing the support to maintain the health and wellbeing of colleagues and to meet the business objectives. On more complex matters, responsible for escalating to the Senior People Partner.
- Liaising with external agencies, such as Occupational Health, GPs, consultants etc, to support colleagues during periods of absence and to facilitate appropriate returns to work with the manager.
- Responsible for reviewing absence data on a regular basis to identify trends and suggest a range of options to improve health and wellbeing across the organisation.

Employee Relations

- Supporting managers on sensitive employee relations matters, using People policy and best practice knowledge to problem solve and respond to issues appropriately, taking advice or escalating to the Senior People Partner where required.

Reporting Management & Data Analysis

- Act as system administrator for BambooHR, maintaining workflows, permissions, reporting functionality and data integrity.
- Responsible for monthly key performance indicators (KPIs) reporting on absence and turnover to comply with our annual regulatory reporting for the Group.
- Ensure accurate and robust maintenance of all People records, via SharePoint and BambooHR, in line with the Groups policies on security, confidentiality, data protection and compliance with legislation.
- Responsible for identifying areas of improvement within our systems and People processes.
- Responsible for coordinating and organising annual colleague compliance checks such as driving entitlements, Disclosure, declaration of interests, DSE requirements.
- Support and liaise with managers/policy owners to analyse and identify learning needs to incorporate into annual training plans to ensure legislative and regulatory compliance.
- Responsible for gathering and analysing exit data, identifying trends and areas of improvement.

General

- Coordinate the administration of colleague reward and benefits provision, including annual pay award implementation, payroll changes, benefits administration, colleague communications and associated reporting, ensuring accuracy, compliance and a positive colleague experience.
- Adopt a proactive approach to all aspects of work in order to identify, encourage and foster continuous improvement across our organisation, recognising and developing own and colleague's skills and talents to gain business improvements.
- Coordinate colleagues leaving the organisation, ensuring systems are updated and exit interviews are conducted.
- Support managers in implementing consistent People policy and procedure by advising and guiding on best practice, compliance and employment legislation reflective of our values and EDI commitments.
- Provide advice to colleagues on any matters relating to their terms and conditions of employment.
- Encourage inclusive behaviours and language in day-to-day interactions and communications.
- Provide support to People projects and assist with project management where required.
- Share best practice and maintain a commitment to your professional development, including changes in best practice, legislation changes and emerging case law.

The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors. You may be required to carry out additional duties as allocated by the People Director.

Person Specification

	Essential	
Qualifications	• CIPD level 3 qualified or working towards, or equivalent experience	• CIPD Level 5 qualified
Experience	• Strong administrative experience, in a busy and high-volume environment • Demonstrable high level of attention to detail • Leading recruitment and onboarding campaigns • Experience in providing support and guidance to managers and colleagues in People policy and best practice • Experience supporting employee relation matters • Coordinating learning and development initiatives • Project delivery support • Experience gathering and analysing data • Experience producing reports • Experience managing and maintaining people systems • Experience supporting People policy reviews and researching best practice	• Social housing sector experience • Experience using BambooHR • Experience in making data informed decisions and/or recommendations • Budget processing including purchase order requirements and tracking budgets logs • Designing and delivering training in People practices
Knowledge / Understanding	• Understand employment legislation with the ability to interpret into People practices • Understand People policies/procedures across the full colleague lifecycle • Knowledge of Equity, Diversity and Inclusion • Knowledge of health and wellbeing initiatives	• Understand DSE requirements and reasonable adjustments

Skills	• Highly organised in a reactive environment • Prioritise competing demands in a responsive and calm manner • Ability to work under pressure to achieve deadlines • Positive nature with a values driven approach • Strong ability to develop and maintain positive working relationships • Maintain confidentiality and impartiality • Active listening with the ability to consider different perspectives • Highly proactive/use initiative to improve systems, processes and own knowledge • Excellent IT and Microsoft skills (Word, Excel, SharePoint and PowerPoint). • Able to maintain boundaries and confidentiality • Self-managed with a focus on personal wellbeing	
	Essential	
Personal Qualities	• Empathetic with strong emotional intelligence • High levels of integrity and ownership • Agile and adaptable in a changing environment with a willingness to learn and develop • Resilient with the ability to work under pressure and maintain a positive outlook • Proactive with a focus on delivering outcomes that benefit both the organisation and our colleagues • Self-awareness with the ability to seek help and support, when needed	

Your Application

To apply, please visit our website <https://cvha.org.uk/work-with-us>:

- Click on **Current Vacancies**.
- Send a comprehensive up-to-date CV which shows your full career history.
- Alongside a supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this.
- Send both documents to Kerry.Munro@cvha.org.uk

Please note that applications can only be considered if all the documentation is provided.

We would encourage you to read our application guidance notes below, which should be helpful in tailoring your application to the Role Profile.

We welcome the use of AI responsibly and ethically to demonstrate your skills in your application, but please don't allow it to overshadow your own unique voice. While we appreciate innovative approaches, we also value authenticity. Our assessment considers both the content of the application and how it was created, ensuring fairness and inclusivity for all applicants. At the end of the day – **we want YOU to work for us!**

If you have any questions or require reasonable adjustment to support you at this stage, please get in touch to let us know how we can help by contacting Kerry.Munro@cvha.org.uk.

If you wish to find out more information regarding the Clyde Valley Group, you can visit our website at www.cvha.org.uk

Closing date for Applications: 12noon Friday 9th October 2026

Interviews are expected to take place on: 21st and 22nd October 2026

Key Terms & Conditions

REMUNERATION & BENEFITS

- EVH Grade 6 Salary band: £36,517 - £39,921 per annum
- Defined contribution scheme (Employer contribution of 9.826% (inclusive of 4 x Life Assurance), minimum 5% employee contribution)
- Flexible and agile ways of working
- Excellent learning and development opportunities
- Clyde Value (employee discounts and benefits platform)
- Health and wellbeing initiatives
- On-site gym
- Up to 20 agile leave days per year

HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of 15 public holidays)

WORKING HOURS

Agile ways of working between 7am and 7pm

LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN.

Clyde Valley operates an agile working policy which allows for a mixture of office, home and community working.

Accessibility Statement

People Officer

In this statement, detailed aspects of the job role have been given to support application with accessibility needs to gain an understanding of what the job entails. Clyde Valley Group is a Disability Confident employer, and we work with Access to Work where appropriate.

We're happy to discuss reasonable adjustments in relation to this job role and the interview process. Please contact Kerry.Munro@cvha.org.uk or you can phone our Contact Centre team on 01698 268855 and ask for a member of the People Team.

Office Accessibility

- The Clyde Valley offices are based over three floors with level access to the ground floor and a lift to the other two floors.
- There are two accessible parking spaces in our car park with lowered curbs to give access to the entry doors.
- An accessible toilet is available on every floor.
- Internal doors can be held open with a magnetic latch system.

Flexible Working

Clyde Valley supports flexible working where possible.

More information about the flexible working requirements for this role can be found in the below statement.

Work Location and Hours

Work from our office	• The office is available for work 5 days a week for those who prefer an office environment
Working from home	• Working from home is available for this role on a flexible basis around the work requirements. There is a requirement to be in the office a minimum of 3 days per week.
Working hours	• 35 hours per week

Device Use

Using a laptop	• A laptop is provided as standard for this role • Supporting equipment such as screens, mice and external keyboards are provided as standard
Using a Tablet PC (e.g. Surface Pro)	• The majority of work will be completed using a laptop, a table PC will also be available

Application use

Microsoft Office Applications	• Office applications are used every day including: Outlook, Teams, Word, Excel and SharePoint
Web based applications	• A cloud-based reward and recognition system is used to support rewards and benefits for colleagues • A cloud-based HR system is used • A cloud-based e-learning systems is used for monitoring training
Other Applications	• The use of LinkedIn and LinkedIn Recruiter to support the recruitment function.

Communication

Language	• English is the first language spoken by the majority of staff and customers
Receiving and making telephone calls	• A regular, daily part of the role
Receiving and making video calls	• Making video calls to colleagues through Microsoft Teams is an essential part of the role and will occur daily • Making calls through alternative platforms such as Zoom may occasionally be required to communicated with third parties
Email	• Email is an essential part of this job, and it is expected that you will use this every day
Instant Messaging	• Instant messaging with colleagues through Microsoft Teams is an essential part of the role and use of this function is likely every day
Attending in-person meetings	• In-person meetings will happen with colleagues on a regular basis • In person one to ones are expected to take place monthly
Attending virtual meetings	• Virtual meetings with colleagues will take place on a frequent basis
Creating reports	• Contributing information and data for reports will be a regular part of the role
Administration	• Logging of colleague information, responding to emails and colleague enquiries and the issuing of letters are all a regular part on this role
Giving presentations	• Presenting and training to other stakeholders will take place on an ad hoc basis.
Conducting interviews	• Attending interviews will be an ad hoc part of the role

Workplace Interactions

Interacting with colleagues	• An essential, daily part of the role
Interacting with Managers and Seniors	• An essential, daily part of the role
Interacting with other agencies	• Interacting with third parties and support organisations is an occasional part of the role.

Application Guidance Notes

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you prepare your application.

CVs

CVs must be submitted alongside a supporting statement and declaration form. CVs should ideally be no longer than two A4 pages. Factual information such as relevant qualifications and whether or not you hold a driving license (if applicable) should be included on your CV.

PERSONAL STATEMENT

This is one of the most important parts of your application, and it is crucial that you understand what we are looking for so you can present your application in the best way. Your supporting statements should be no longer than three A4 pages long and should be typed in Arial, font size 11, or similar.

We shortlist candidates for interview against the person specification. This sets out what we're looking for in the job role. Please refer to the person specification which can be found within this recruitment pack. In your application, make sure that the essential and desirable criteria are stated clearly where you have the relevant experience, knowledge and skills. The personal statement can be used to give short examples from your experience that demonstrate the criteria we are looking for.

REFERENCES

Your referees should be your two most recent employers, including your most recent employer if applicable. An email address to contact the referee will be required following any offer made.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from an educational establishment, or a voluntary group instead.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know so that we can discuss who might be an appropriate person to approach for a reference.

We will only request references when we have decided to make an offer of employment.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all candidates with a disability who meet the minimum essential requirements for the post (see the essential criteria in the person specification). If you tell us that you are a person with a disability, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process. If you join us, reasonable adjustments will be made to where and how you work as required.