

Role Title: People Partnering Policy & Advice Officer	Department: People Department
Reports to: Lead Consultant – People Partnering Policy & Advice	Pay Grade: Grade 3 Lower: £28,228 - £30,118 pro-rata, per annum
Location: Hybrid (Home & Broadstone, 50 South Gyle Crescent, Edinburgh, EH12 9LD)	Type of Contract: 12 Month Fixed-Term. Part-Time – 17.5 Hours Per Week
Line Manager?	No
Budget Holder?	No
Criminal Record Check/PVG required?	No
Driving license for UK driving required?	No

Who we are

We're a forward-looking People Department that supports our organisation's Strategy through support for our volunteers (2300) and employees (1200) – whether as individuals or as managers. Our organisation can seem complex since its workforce is deployed all across mainland- and island-Scotland, in all sorts of workplaces (from cottages to castles, mansions to mountains, gardens to great estates, tearooms, shops, offices – and everything in between), but our work aims to be fair and consistent no matter where and who our people are. We strive to make people processes simple and accessible so that our people can just “get on with the job” but be robust enough to give meaningful management information to help with strategic and tactical development and decision-making. We enjoy connecting with each other for our work and for social activity: we take our work very seriously, but we like to have fun too.

What this job is about

The job focusses on three key areas:

1. It delivers a first contact/front-line ‘service desk’ for people management enquiries which cannot/have not been addressed through self-service products, triaging and distributing enquiries to the relevant sections/individuals within the wider People Department.
2. It actively promotes the use of self-service products for managers/individuals to self-serve to address most day-to-day enquiries relating to people (volunteer + employee) life cycle matters or *ad hoc* issues.
3. It provides general administrative support to the People Partnering Policy & Advice team (and as required, the wider People function)

What we want you to be responsible for

Actively promote the use of self-service products for managers/individuals to self-serve to address most day-to-day enquiries relating to people (volunteer + employee) life cycle matters or *ad hoc* issues. This will include, for example:

- Static online self-serve products such as the A-Z, FAQs, links to other (external) useful materials.
 - Interactive online self-directed learning products.
 - Learning products (“toolbox talks”) and supporting materials that can be downloaded and used by managers/teams/individuals to increase their capability to self-serve.
- As required, participate in the development of these products.
- Deliver a first contact/front-line ‘service desk’ for people management enquiries which cannot/have not been addressed through self-service products, that triages and distributes enquiries to the relevant sections/individuals within the wider People Department. This will

include, for example.

- Face-to-face/telephone interactions to:
 - re-direct to self-serve, or
 - respond using scripts and FAQs, or
 - giving low-level immediate advice, or
 - direct to the relevant section/individual in the wider team.
- Identify and report 'hot-spots' (whether by topic or organisational unit) to help the Lead Consultant shape products and/or inform wider organisational development/effectiveness.
- As an active user, support the general maintenance of the Trust's HRIS such that its data is accurate and reliable, and it seamlessly drives and reflects people transactions and management information (MI). This will include running reports and checking and approving sickness absence and other adhoc leave types..
- As required:
 - support general administration of the function, e.g., diary management, meeting arrangements, note-taking, document and file management.
 - support devolved projects/activities.
 - participate in internal and external meetings
 - work collegiately with (particularly) the Systems & Operations function to support any peaks and troughs in their workload.
- Support Lead Consultant & People Business Partners with delivering specialist advice that enables managers and individuals on routine/cyclical people issues (in effect, 'casework' advice on matters of family-friendly, sickness absence). This will include, for example:
 - Assessing organisational risk of situations and potential solutions with support of Lead Consultant & People Business Partners as appropriate.
 - Guiding individuals and manager to the most appropriate options for resolution – including local and informal resolution ahead of any formal processes lead by the Lead Consultant & People Business Partners.
 - Managing any formalised cases with rigour and pace towards a business-acceptable outcome and ensuring all case administration is documented and up to date at any given time with support of Lead Consultant & People Business Partners.
 - Identify helpdesk 'hot-spots' (whether by topic or organisational unit) to help the Lead Consultant shape products and/or inform wider organisational development/effectiveness.

The experience and skills you need to have to do this job

Essential:

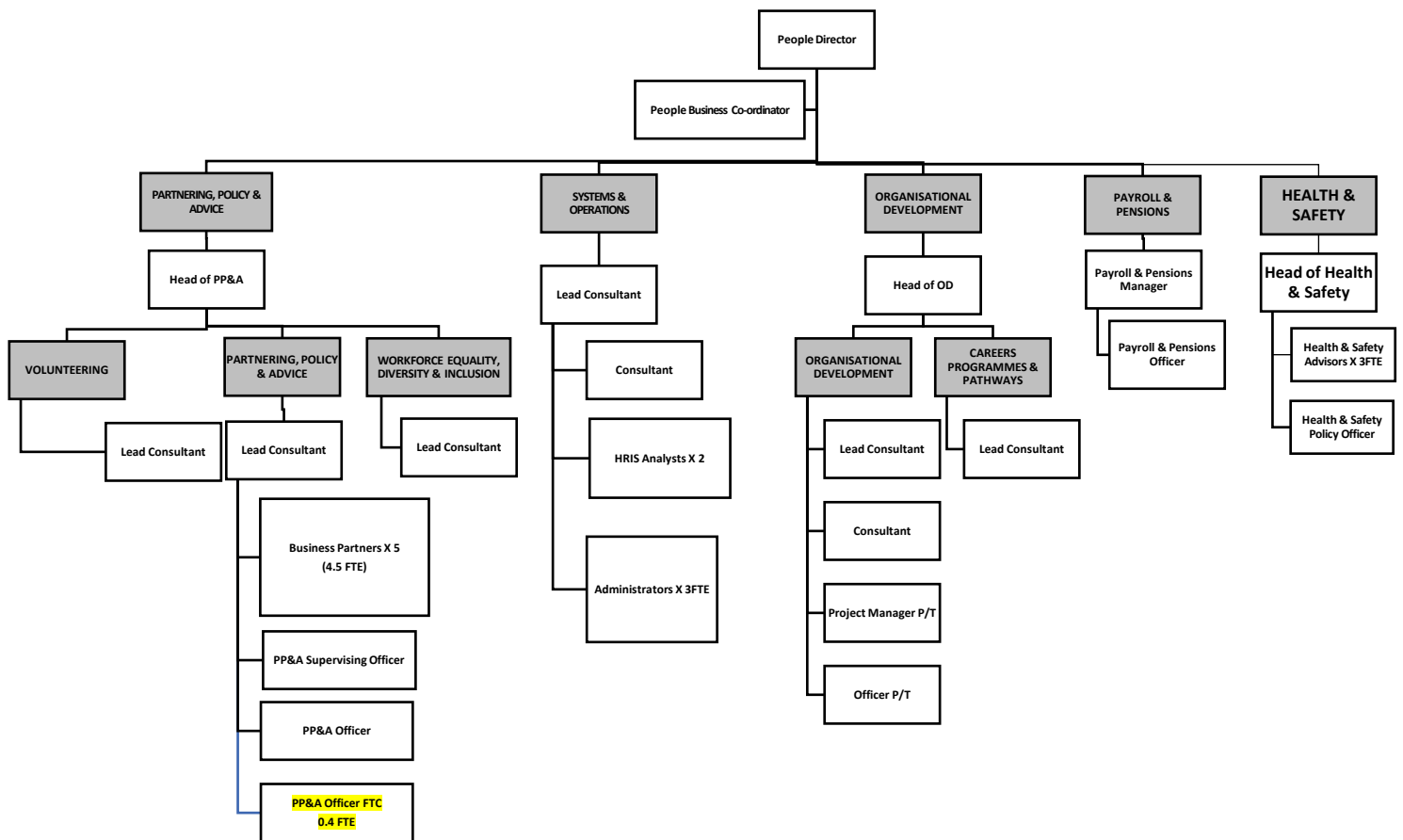
- Entry-level qualification in people management or administration, or demonstrable knowledge of the basic context of either volunteer management, legislation, and best practice, or employment legislation, operations, and best practice
- Sound practitioner experience of operating in a multi-site "service-desk" context, delivering 'first-level' advice against the full range of People matters, and 'triaging' more complex issues for escalation.
- Demonstrable sound administrative experience within a People function, including:
 - Routine life-cycle activities (from recruitment to leavers processes).
 - Financial administration.
 - Liaising with external suppliers/contractors.
 - General administration.
- Experienced user of HRIS system(s)
- Highly proficient user of IT in general: word-processing, spreadsheets, presentations.

- Confidence and 'presence' to be a highly visible and highly effective team member within the Department, and across the Trust as 'the voice of the help-desk'.
- Demonstrable empathy for the aims and objectives of the National Trust for Scotland.

Desirable

- Recognised qualification(s) in administration (or related subjects).
- Experience working in a people role in the charity/not-for-profit sector.
- Experience of Employee and Volunteer case management.

Who you would be working with:



Just so you know...

The Trust has a set of Values we would ask you to work within, and these apply to everybody in the Trust irrespective of their role or job.

This means we want you to have:

- The ability and willingness to understand others' perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
- The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
- An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
- A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

*The **Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge** reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.*

How to Apply

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Sunday 23rd November 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "PPPA Officer - NTS"
