

Aurigny Air Services

People Officer

Introduction: This role is crucial in managing employee relations and conflict resolution, handling day-to-day HR operations, implementing engagement initiatives, and providing support to managers and employees.

Reporting to: Head of People and Culture

Location: Guernsey

Main Duties:

1. Employee Relations and Conflict Resolution

- Address employee concerns and grievances promptly and effectively.
- Conduct investigations and resolve conflicts in a fair and timely manner.
- Provide guidance and support to managers and employees on employee relations issues.
- Ensure compliance with employment laws and company policies during conflict resolution processes.

2. Day-to-Day HR Operations

- Manage daily HR activities, ensuring efficient HR service delivery.
- Support the implementation of HR policies and procedures across the organisation.
- Assist in the management of employee records, ensuring accuracy and confidentiality.
- Coordinate with other HR team members to ensure smooth HR operations.

3. Implementing Engagement Initiatives

- Develop and implement programs to enhance employee engagement and satisfaction.
- Organise events and activities to foster a positive workplace culture.
- Collect and analyse employee feedback to inform engagement strategies.
- Collaborate with the HR team to drive initiatives that promote a healthy work-life balance.

4. Supporting Managers and Employees

- Provide HR advice and support to managers on various HR-related matters.
- Assist in the development and delivery of training programs for managers and employees.
- Support the performance management process, including appraisals and development plans.

- Act as a point of contact for employees, providing assistance with HR inquiries and issues.

Key Criteria:

- CIPD Level 3 qualification.
- Proven experience in an HR role, focusing on employee relations and conflict resolution.
- Strong knowledge of HR best practices.
- Excellent interpersonal and communication skills.
- Ability to handle sensitive and confidential information with integrity.
- Strong problem-solving and decision-making skills.
- Proficiency in Office 365.

Desirable Criteria:

- Previous experience in the airline or transportation industry.
- Knowledge of employment laws and regulations specific to Guernsey.

Competency Framework

Behaviours:

- **Employee Focus:** Foster a supportive and inclusive work environment. Engage with employees to understand their needs and address concerns.
- **Ethical Integrity:** Uphold confidentiality and demonstrate ethical behaviour in all HR activities.
- **Proactive Approach:** Take initiative in identifying and addressing HR issues before they escalate.

Professional Competency:

- **Employee Relations:** Proficient in handling employee relations, engagement initiatives, and day-to-day HR operations.
- **Conflict Resolution:** Skilled in mediating conflicts and providing solutions that align with company policies and employee welfare.
- **Training Delivery:** Capable of delivering basic HR training sessions to employees and managers.

Financial Responsibility:

- **Budget Management:** Assist in managing the HR budget, ensuring cost-effective solutions for employee engagement and development initiatives.

This competency framework provides a structured approach for HR staff to progress through their careers at Aurigny. By meeting the specified behaviours, professional competencies, and financial responsibilities, employees can advance while contributing to the overall success of the organisation.