

# People and Performance Service

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

## Human Resources

**Diana Burns**  
HR Manager

**Eleri Wyn Williams**  
Education HR Manager

### What they do:

General expert HR advice to managers (& employees) on all elements of the employee life cycle.

### Services include:

- Recruitment from start to finish
- Conduct, grievance & performance issues
- Employee development/succession planning
- Managing staff attendance/absences
- Support/deliver wellbeing initiatives across the Council.
- Support restructuring, redundancy & other organisational change, such as TUPE
- Identify, implement & administer employee benefits
- Develop & review HR policies
- Deliver HR policy related training
- Job Evaluation & JE training
- Work with Careers Wales & other bodies to engage with schools
- Advise & support managers & teams with managing conflict / mediation
- Administer iTrent & Vision Time & provide vital workforce data to all services
- Preparation work in responding to ACAS conciliation & Employment Tribunal claims
- Manage Occupational Health, Care First & PYL contracts
- Support staff wellbeing through various initiatives, eg, Time to Change
- Walestaining up to date knowledge of case law, NJC terms & conditions guidance & ensuring compliance

## Fairness & Equalities

**Tracey Pardoe**  
Human Resources Manager

### What they do:

Support the organisation in meeting its responsibilities relating to the Equality Act 2010, Public Sector Equality Duty & the Socio-economic Duty

### Services include:

- Producing, implementing & supporting services to deliver the Council's Strategic Equality Plan (SEP)
- Producing annual reports on the progress on the Strategic Equality Plan & the Employment Monitoring Report – published on Conwy's website
- Implement mechanisms, policies, tools & training to ensure services give due regard to the equality duties through the Equality Impact Assessment process
- Coordinate a group of Equalities Champions to ensure services undertake their actions on SEP and to keep the group informed about other developments in the area of equality and diversity
- Provide Equality & Diversity Training for all staff
- Deliver Equality & Diversity training to Members, Cabinet and Scrutiny on their responsibilities
- Make arrangements to ensure any other action plans directed by Welsh Government are implemented within Conwy, eg, Anti-racist Wales Action Plan (now issued), LGBTQ+ Action Plan
- Maintain Equality & Diversity website
- Advise RRG to ensure EqIAs have been undertaken on key decisions and proposals where appropriate

## Organisation Development

**Cheryl Roberts**  
Corporate Organisation  
Development Manager

### What they do:

Support & influence the organisation to develop, transform & improve performance to reach it's potential through processes, people & culture

### Services include:

- Lead the development, design & launch of the Corporate Learning & Development Plan. Co-ordinate & support its implementation, liaising with external training providers
- Lead the development & launch of a refreshed coaching approach through Coaching Culture
- Monitor & report on the corporate completions of Mandatory Training Modules
- Co-ordinate & manage the corporate Work Placement Scheme, identifying opportunities to work with partners
- Manage & deliver Corporate Induction
- Lead on the design & development of a new Performance Management approach
- Support apprenticeship opportunities & provide advice to services recruiting to Modern Apprentice roles
- Responsibility for the Conwy site of the learning@wales platform hosted by the NHS
- Lead for agenda management planning Conwy Managers' Forum
- Support key transformation initiatives which impact on workplace culture.

# People and Performance Service

## Research & Strategic Planning

Iolo McGregor  
Corporate Performance & Improvement  
Manager

### What they do:

Use research & data to support decision-making.  
Ensuring Conwy deliver our national and strategic priorities.

### Services include:

- Wellbeing Assessment
- Ward profiles
- Research bulletins – population, equalities, economy, housing
- Census
- Survey design & analysis
- Local Development Plan
- Corporate Plan & Wellbeing Objectives
- Performance management
- Risk & issue management
- Compliance with regulations & standards
- Supporting delivery of the Public Services Board Wellbeing Plan
- Community engagement

## Corporate Modernisation

Emma Roberts  
Corporate Modernisation Manager

### What they do:

Manage significant projects and programmes across the council.  
Review, update and promote the Council's Programme and Project Management (PPM) Framework.  
Develop and deliver PPM training sessions across the Authority.  
Providing advice and support to officers across the council on project and programme management.  
Undertake Programme/Project Health Checks.  
Support the recruitment of Project Managers across the Council and mentor new and existing Project Managers.

### Services include:

Programme & Project Management

## Corporate Communications & Marketing

Section Head: Communication and Marketing

### Services include:

Corporate Communication  
Internal Communication  
Digital  
Brand Management  
Marketing/Campaigns: Events, Conferences, Culture and Arts, Tourism  
Sponsorship