



## ROLE PROFILE

**Role Title:** HR Business Partner

**Service:** Corporate and Customer Services, HR & OD

**Directorate:** Transformation and Resources

**Accountable to:** HR & OD Manager

**Grade:** SO1

**Car Category:** Casual

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## Purpose of role

- To be a member of the nominated client-directorate management team as a HR consultant and assist the Director and Heads of Service to implement people management and change processes within the Directorate and services, and act as the facilitator for the management team, coaching them on HR Practice.
- To play a key role in the HR and OD team, sharing learning and promoting consistent practice across the organisation

## Key Objectives

1	To act as a single point of the contact on all HR matters for the employees and managers in the client directorate/ service.
2	To proactively support and advise managers to deliver HR processes within the nominated directorate and services, coaching and helping Managers to ensure it is compliant with employment legislation and local and national Conditions of Service.





3.	To research and contribute to the development of Corporate HR Policies to address service or legislative requirements.
4	To develop and deliver HR training in all relevant areas of HR provision, as required, including the individual coaching of Line Managers, as appropriate, in line with the Organisational Development Strategy.
5	<p>To advise and support Managers, through a coaching style, to manage complex and difficult HR Case Work including management of sickness absence, disciplinaries, grievances, workforce planning, employee engagement, project implementation. This will include the production of, or assisting Managers with the production of, associated written records such as Record of Decision templates, Attendance Hearing supporting documentation including Case Review reports and Hearing outcome letters etc.</p> <p>This also includes undertaking investigations as a co-investigator within the discipline and other policies and producing and maintaining associated case files and records.</p>
6	To be proactive in identifying organisational development needs to inform the People Plan and related development programmes
7	To deliver related Organisational Development programs as needed and HR-related training (both design and delivery).
8	To build a strong business relationship with the directorate and service management team(s).
9	To facilitate the management team to make effective HR decisions that meet the business needs of the service within legislative and procedural guidelines.
10	To advise and support Managers in the design of succession plans for key talent and key job positions within the directorate and services.
11	To assist in the management of organisational change including structural and cultural changes.
12	To be part of the Corporate HR team, but specialise in the nominated directorate and services.
13	To be responsible for issuing and maintenance of all contractual documentation associated with the nominated directorate's employees





	including appointment letters, transfers, change of hours, terminations, etc.
14	To produce reports, statistics and bespoke letters as appropriate and general HR related filing and record management.
15	To represent HR at various internal meetings and forums as required and to participate in job evaluation moderation
16	To undertake Job Evaluation and moderation in line with the Council's agreed Job Evaluation scheme.
17	To provide cover for the HR team's wider role and functions as directed by Human Resources and Organisational Development Manager.



## **Scope**

The post holder works within the HR and OD team as an HR Business Partner, and in doing so, provide specialist HR support and assistance to enable their nominated directorate and its services to deliver their objectives. They will have contact with senior managers, teams and services managers from across the organisation, answering queries in a professional manner. They will also have contact with Trade Unions, external individuals and bodies.

## **Work Profile**

### **1. Strategy**

The post holder is a member of the HR and OD team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan. They will also contribute heavily to the development of the People Plan and associated HR strategies and policies, bringing intelligence from the directorate that they are supporting to ensure a robust and comprehensive approach.

### **2. Performance**

The post holder will be responsible for supporting the performance of the directorate and services that they are supporting through robust and consistent application of HR policies and practices. They will also assist in upskilling and developing managers to be able to take a self-service approach to less complex HR matters. They will support the delivery of the HR and OD service plan, ensuring a high quality, high performing professional service which has a positive impact on people-related performance indicators.

The post holder is also responsible for the successful delivery of their objectives that they have are allocated and contribute to the overall performance of the wider team.

### **3. Service Quality**

The post holder will have a lead role in maintaining service quality to internal customers, through the effective delivery of a high performing, specialist service that understands its clients' needs and acts accordingly.

### **4. Resource Management**





The post holder does not have any line management or budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

## **5. Supervision and Management**

The post holder does not have any line management or budgetary responsibilities.

## **6. Culture**

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

## **7. Communications**

The post holder will have a lead role in communicating with their nominated directorate and services at all levels, in advancing change and ensuring consistent and fair application of policies.

## **8. Main Contacts Associated with Principal Duties**

The main day to day contacts for the post holder will be their immediate team, directorate and service that they support (including senior managers), team managers and individual employees. They may also handle calls and written contact from other parties such as Trade Unions and external organisations, including contract management meetings with service providers. This communication may be material of a sensitive nature and may involve conflict resolution between parties.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.





## **10. Risk Management**

The post holder will identify any major corporate risks that they encounter during the execution of their role and report these to their line manager promptly. They will work with the directorate and service that they support to identify, manage and mitigate any risks pertaining to the HR/ OD aspects of service delivery.

## **11. Working conditions**

The post is office-based but may involve frequent travel to other sites to undertake the duties of the post.

## **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## **13. Customer Focus**

To meet the Council's Standards of Customer Care at all times.

## **14. Core Tasks**

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

## **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

## **16. Legislation**

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

## **17. Training & Development:**





To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

#### **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

#### **19. Creativity**

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration. The postholder will be required to use their own initiative to resolve, sometime complex, and employee related problems in a case management context, within the scope of existing policies and employment legislation.

#### **20. Decisions and Consequences**

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

#### **21. Work Context**

The post holder work within the HR and OD team as an HR Business Partner, and in doing so, provide specialist HR support and assistance to enable their nominated directorate and its services to deliver their objectives. They will have contact with senior managers, teams and services managers from across the organisation, answering queries in a professional manner. They will also have contact with Trade Unions, external individuals and bodies.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

#### **22. Physical Demands**

The post is normally office-based, so no unusual physical demands have been identified.





## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Certificate in Human Resources Practice (or equivalent CIPD qualification Level 3) OR evidenced practical HR / Personnel knowledge gained whilst working in a Human Resources environment	X		A
	Minimum qualification of GCSE English and Maths at grade C or above including Maths and English (or equivalent)	X		A, I
	Advanced Diploma in Human Resources Management (or equivalent CIPD qualification Level 5) degree or equivalent.		X	A, I
	Proven experience of working in a Human Resources environment	X		A, I
	Excellent experience of understanding and interpreting detailed employment legislation, policies, practices and procedures	X		A, I
	Experience of advising managers on complex case work in relation to for example, Discipline,	X		A, I







	Grievance, Sickness management etc.			
	Excellent up to date understanding and interpreting detailed employment legislation, policies, practices and procedures	X		A, I
	Experience of producing reports	X		A, I
	Experience of undertaking specific tasks and HR projects	X		A, I
	Excellent ICT skills, including ability to use Word, Excel, Outlook and other packages as required	X		A, I
	Experience of developing eLearning systems		X	A, I
	Ability to develop eLearning systems	X		A, I
<b>Planning and organising work</b>	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I
	Ability to work under pressure and meet multiple deadlines whilst working in frequently changing circumstances and conflicting priorities.	X		A, I
	Ability to handle confidential information	X		A, I
<b>Planning capacity and resources</b>	A good understanding of workforce planning and development, to enable advice to be provided to senior managers		X	A, I
<b>Influencing and interpersonal skills</b>	Ability to effectively advise and communicate HR matters	X		A, I





	Ability to communicate effectively both orally and in writing	X		A, I
	Excellent interpersonal skills with the ability to negotiate, persuade and influence people at all levels.	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I
	Ability to train and deliver information to groups of people	X		A, I
<b>PROBLEM-SOLVING</b>	Enthusiastic and positive attitude	X		A, I
<b>Using initiative to overcome problems</b>	Able to contribute constructive ideas to the team	X		A, I
<b>Managing risk</b>	Able to identify and report any risks encountered during the execution of the role	X		A, I
	Able to manage and mitigate risks where necessary	X		A, I
<b>Managing change</b>	Able to champion change with a resilient and positive attitude	X		A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b>	Able to work well with minimal supervision and from a different location to the main team base	X		A, I
<b>Undertakes tasks without supervision</b>				
<b>Other</b>	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium			





	of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I
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**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it.

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

