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| **1.** |  | **POST TITLE:** Senior Human Resources Officer (Advice and Support) |
| **2.** |  | **POST NUMBER:** |
| **3.** |  | **GRADE:** Grade 11 |
|  |  | Job Evaluation Ref No: N9963 |
| **4.** |  | **LOCATION:** Your normal place of work will be County Hall. However, you may be required to work at any Council workplace within County Durham. |
| **5.** |  | **RELEVANT TO THIS POST:** |
|  |  | **Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post. This post will require working outside of the normal working day |
| **6.** |  | **ORGANISATIONAL RELATIONSHIPS:** |
|  |  | The post holder will be accountable to the Business Lead, Schools and External Business |
| **7.** |  | **DESCRIPTION OF ROLE:** |
|  |  | Undertaking and maintaining a senior role in the continuous development and deliverance of the corporate HR commitment to support the Council’s aims and objectives. To provide support to our customers on complex HR matters and to take the lead on HR projects/initiatives as required. |
| **8.** |  | **DUTIES AND RESPONSIBILITIES  *SPECIFIC* TO THIS POST:** |
|  |  | Listed below are the responsibilities this role will be primarily responsible for: |
|  |  | Take a lead role in the identification, development and planning to ensure the HR Advice andSupport function contributes to the HR strategy, policy and systems. |
|  |  | Lead on the planning, implementation and review of corporate/school/service business and action plans. |
|  |  | Plan and supervise section workload management and ensure targets/deadlines are met |
|  |  | Develop and lead on transformational projects with the Services/schools and supportService and schools/Organisational Development initiatives and cultural change. |
|  |  | Organise and carry out monitoring and audit of service/school’s areas conformance with policy and management system requirements. |
|  |  | Project management of relevant HR multi-disciplinary work and the delivery of key HR initiatives, including the preparation and presentation of reports |
|  |  | Deputise for the Business Lead where appropriate. |
|  |  | Provide HR operational advice, guidance and assistance to Service Areas and Service LevelAgreement customers, including schools, Parish and Town Councils and other organisations. |

 Provide advice to managers on general and specific matters of employment legislation.

Research topics and case law as necessary and offer interpretation and advice on various conditions of service;

* Provide advice and support to managers and schools on complex HR matters including restructures, complex attendance management cases, discipline and grievance. Lead complex casework and change management processes for schools and services including TUPE;

 Provide support to ensure the effective implementation of the Workforce Strategy;

 Work with Services and Schools in assisting them to design roles, develop teams, improve performance and deliver efficiencies.

* Lead on the development of new HR policies and procedures and the updating and amending of existing HR policies and procedures to reflect changing legislation and in accordance with corporate and school objectives.

 Represent the service on working groups, committees and professional associations etc.

 Support the development of equality and diversity issues.

 Develop and maintain working relationships with outside agencies and organisations. i.e. other

Local Authorities and Trade Unions.

 Promote good employee relations and participate in negotiations with Trade Unions as required.

 Analyse appropriate workforce data to measure and track service performance. Work in partnership with senior managers to identify good practice, trends and areas of concern. Initiate planned interventions where necessary with the emphasis being around enabling managers to manage;

 Deliver training as required;

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s)

of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and

personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to

eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification** – Senior Human Resources Officer (Advice and Support)

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|  | **Essential** | **Desirable** | **Method of****Assessment** |
| **Qualification** |  Chartered Member of the Chartered Institute of Personnel and Development (MCIPDstatus) or working towards |  Appropriate management, professional or post graduate qualification | Application formSelection Process Pre-employment checks |
| **Experience** |  Experience of dealing with complex HRcasework Experience of providing customer focused HRsolutions Major contribution to the development of HRprojects, policies and procedures and/or guidance documents and support material Substantial provision of HR advice and guidance to clients/services Participationand/or representation on working groups/parties etc. Provide interactive support to resolve a wide range of client based problems Experience of working with TU’s i.e.consultation/negotiation |  Evaluation and monitoring of existing practices and procedures Experience in delivery of training & development Experience in managing/supervising staff* Experience of supporting the HR service within an Academy/Multi Academy Trust
 | Application formSelection Process Pre-employment checks |
| **Skills /****Knowledge** |  Thorough and up to date knowledge and understanding of employment law and equalityand diversity issues Proven ability to solve complex HR problems Project and change management skills Excellent communication and presentation skills |  An understanding of Local Government Conditions of Service Able to use IT e.g. Microsoft Office, Word/Excel | Application formSelection Process Pre-employment checks |

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| **Personal****Qualities** |  Able to relate to people at all levels of the organisation Able to prioritise work and meet deadlines Able to work alone as well as part of the team Able to work under pressure Flexible approach to work as duties will require work outside of normal hours i.e. eveningmeetings. Committed to the principles of equality and diversity Access to a car or means of mobility support (if driving then must have a current valid drivinglicence and appropriate insurance). |  | Application formSelection Process Pre-employment checks |