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| **Job Description** | |
| **Post title** | Senior Human Resources Officer (Advice and Support) |
| **JE Reference No** | N9963 |
| **Grade** | Grade 11 |
| **Service** | Resources |
| **Service Area** | People and Talent Management |
| **Reporting to** | The post holder will be accountable to the HR Business Lead. |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **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.

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| **Duties and responsibilities** |

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 and Support 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 support Service 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 Level Agreement 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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Chartered Member of the Chartered Institute of Personnel and Development (MCIPD status) or working towards | * Appropriate management, professional or post graduate qualification |
| Experience | * Experience of dealing with complex HR casework * Experience of providing customer focused HR solutions * Major contribution to the development of HR projects, policies and procedures and/or guidance documents and support material * Substantial provision of HR advice and guidance to clients/services Participation and/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 |
| Skills & Knowledge | * Thorough and up to date knowledge and understanding of employment law and equality and 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 |
| 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. evening meetings. * 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 driving licence and appropriate insurance). |  |