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| **Job Description** |
| **Post title** | Human Resources Officer Advice and Support |
| **JE Reference No** | N9967 |
| **Grade** | Grade 9 |
| **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 role in the continuous development and deliverance of the corporate HR commitment to support the Council’s aims and objectives with particular emphasis on efficiency and transformation, quality assurance and professional development.

The post holder is expected to cover the full range of employee relations issues.

To prioritise and plan their work associated with a wide range of tasks fundamental to an efficient and effective service to all internal and external customers.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Provide support to the Senior HR Officer (Advice and Support) in relation to all aspects of the HR Advice and Support function;
* Assist in the development of HR strategy, policy, procedures, guidance documentation and management systems;
* Provide HR operational advice, guidance and assistance as appropriate to the post (services, schools and organisations with which the Council has established a service level agreement e.g. Town and Parish Councils);
* Provide service managers with advice and support in order to improve attendance at work;
* Support managers to undertake formal investigations and provide HR support at formal hearings;
* Support the Senior HR Officer (Advice and Support) to ensure the effective implementation of the Workforce Strategy;
* Lead and/or assist with the delivery of specific HR activities/initiatives as directed;
* Deputise for Senior HR Officers as appropriate;
* To assist with undertaking transformational projects within the Services and support Service/Organisational development initiatives and cultural change;
* Review, monitor and audit conformance with policy and management system requirements;
* Analyse appropriate workforce data to measure and track service performance.
* Work with Senior HR Officer to identify good practice, trends and areas of concern. Based on the analysis agree and implement planned interventions where necessary with the emphasis being around enabling managers to manage;
* Represent the Service on working groups, committees where appropriate etc.;
* Work with outside agencies and organisations e.g. other Councils, Employer Organisations, Central Government Departments, Trade Unions and the general public;
* Support the development of equality and diversity issues;
* Develop and 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 | * CIPD Associate Diploma in People Management (Level 5) or equivalent; or CIPD Associate Diploma in Organisational Learning and Development (Level 5) or equivalent
 | * CIPD Post Graduate Diploma in HRM/HRD (Level 7); or CIPD Advanced Diploma in Strategic People Management (Level 7); or CIPD Advanced Diploma in Strategic Learning and Development (Level 7)
* Associate Member of CIPD or other relevant professional body.
* Relevant management, professional or post graduate qualification
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| Experience | * Provision of HR operational advice and guidance to Service Areas
* Experience of providing support to resolve client based problems
* Experience of developing and providing efficient, high quality professional services to customers
* Producing reports and presenting findings
 | * Contribution to the development of HR projects, policies, procedures and/or guidance documents and support materials
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| Skills & Knowledge | * Thorough and up to date knowledge and understanding of employment law
* Knowledge of terms and conditions of employment across a wide range of employee groups
* Proven ability to solve complex human resource problems and the provision of solutions
* Problem solving and organisation skills
* Excellent communication and presentation skills
* Able to use IT e.g. Microsoft Office, Word/Excel
* Ability to plan and organise own workload
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| Personal Qualities | * Ability 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 a team
* Able to work under pressure
* Self-motivated
* Customer orientated
* Ability to cope with change
* Flexible approach to work as duties will require work outside 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)
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