

# Job Description

<b>Job Title</b>	SENIOR HUMAN RESOURCES OFFICER
<b>Grade</b>	PO8
<b>Reporting To</b>	ER & Policy Manager / Recruitment & Resourcing Manager / HR Business Partner / Senior HR Manager: Schools & Commercial
<b>JD Ref</b>	CSUP0078P

## Purpose

Provide professional advice and guidance to employees and Managers in relation to Human Resources (HR) policies and procedures and identify solutions to any issues and challenges. Lead and promote HR related projects to enable the Council to deliver its service priorities. Support management in the day-to-day operations and development/improvement of the HR service.

## Main Duties And Responsibilities

### Employee Relations (ER)

- Provide advice to employees, Managers, Chief Officers and Investigating Officers in relation to complex ER cases to ensure that ER matters are dealt with in accordance with policy and legislation to mitigate risk.
- Provide specific casework advice and support in relation to absence management, disciplinary, grievance, performance capability, redundancy, and redeployment.
- Work with Managers, employees and Trade Unions to resolve individual and collective ER issues, disputes and contentious matters.
- Support the ER & Policy Manager and HR Business Partner in identifying ER trends, analysing data to deliver appropriate solutions.
- Support the ER & Policy Manager in litigation cases to ensure the Council is compliant and any risk is managed.

### Schools HR Service

- Provide HR advice and guidance to Headteachers and Governors.
- Provide advice on HR issues and ensure HR issues are managed effectively within the schools HR SLA framework.
- Ensure the provision of on an up-to-date employment framework policy for schools.
- Develop and maintain relationships with key stakeholders, ensuring formal and informal process are in place to manage ER issues effectively.

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### HR Business Partnering:

- Support the HR Business Partner to deliver strategic Directorate HR priorities.
- Identify and deliver effective HR solutions that ensure services have the appropriate skills and resources to deliver high quality services.
- Provide professional HR advice on all people related matters, including HR policy compliance.
- Attend departmental management team meetings to discuss HR/OD issues, identify trends and analyse key workforce performance data.
- Support the HRBP in leading workforce consultation activity including pay negotiations, redundancy, restructures, policy and procedures within the Council.
- Work with Service Managers to analyse workforce requirements and design solutions to meet future service requirements.
- Lead the delivery of HR related service plans to ensure resources are identified and available to deliver in a timely and effective way.
- Lead the implementation of organisational change including restructures, job role design, job evaluation, pay & grading and the impact on employees.
- Work with relevant stakeholders to identify the workforce impact of organisational change and develop solutions and strategies to successfully implement change.
- Lead a range of projects relating to workforce change and the Council's People Strategy and plans.
- Support the HR Business Partner to resolve complex policy issues.

### Recruitment & Resourcing:

- Work with the Recruitment & Resourcing Manager to develop recruitment policy and practice and take a leading role to ensure the operation of the process is effective, timely and efficient to meet the Council's needs.
- Support the Recruitment & Resourcing Manager with Senior Officer recruitment strategies, campaigns, selection, and appointments.
- Work with the HR Business Partners and Managers to identify appropriate resourcing requirements and implement the most effective solution to meet the business needs.
- Provide advice and guidance regarding pay, grading and job evaluation.

### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

### Communication, Engagement and Training:

- Promote consistent operation of corporate standards across the Council in relation to HR & OD activities.
- Consult with staff and trade unions as appropriate.
- Represent HR on corporate internal/external change projects, attending meetings as required, to recommend and implement new ways of working.
- Engage with stakeholders across the business to ensure projects are integrated, compliant and delivered on schedule.
- Provide coaching and mentoring support for team members, acting as a point of escalation for more complex issues.
- Design and deliver relevant training to Managers and supervisors as and when required.



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- Undertake relevant professional training/development and other learning activities as required.

#### Data Analysis and Decision-Making:

- Ensure all HR/casework systems are maintained accurately and efficiently.
- Analyse HR management information from various sources to identify trends and issues and recommend solutions or courses of action.

#### Policy & Performance Management:

- Promote and deliver a high-quality proactive customer focused service, in line with agreed performance indicators.
- Fully conversant with Council policies, terms and conditions and relevant procedures.
- Keep abreast of employment legislation changes and developments.
- Review, develop and implement HR policies and procedures, ensuring all policies meet required Equality standards.
- Produce reports and briefing notes for key stakeholders on policy.
- Be aware of strategic HR/OD plans and priorities and how they relate to own work areas.

#### Compliance:

- Promote consistent operation of corporate standards across the Council in relation to HR & OD activities and challenge non-compliance.
- Countersign DBS applications to ensure correct eligibility and completion.
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

#### Other:

- Any other duties commensurate with the grade.

## Role Specific Knowledge, Experience And Skills

#### Qualifications

- Level 5 CIPD qualification.
- *Desirable: Level 7 CIPD qualification.*
- *Desirable: Have or be working towards a relevant management qualification.*

#### Knowledge & Skills

- Strong understanding of employment law.
- Strong working knowledge of HR practice and procedures with the ability to provide business solutions within the policy framework.
- Clear understanding of what excellent customer service looks like.
- Strong working knowledge of various conditions of service.
- An in-depth understanding of HR GDPR requirements.
- Developed interpersonal skills with the ability to build positive working relationships with all colleagues including Senior Managers and Trade Union representatives.



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- Ability to plan and prioritise work and that of others, whilst remaining flexible to changing demands.
- Ability to communicate clearly, both verbally and in writing, in order to persuade and influence HR service delivery.
- Ability to influence others in challenging circumstances.
- Awareness of key Council priorities and corporate issues / initiatives which would impact on the management of employees.
- Ability to analyse workforce information, identify trends and issues and recommend and implement solutions.
- *Desirable: Comprehensive understanding of the Council's HR policies and procedures.*
- *Desirable: A good understanding of HR's role across the organisation.*
- *Desirable: Production and presentation of reports for various audiences including senior leadership.*

## Experience

- Experience of HR practice in a diverse organisation.
- Experience of providing advice to Managers on complex HR issues to ensure effective resolution.
- Experience of working within a HR policy framework, developing and implementing policies and procedures.
- Experience of leading Managers through change.
- Project management experience.
- Experience of working with external agencies and partner organisations.
- *Desirable: Experience of designing and delivering training on HR related issues to employees and Managers.*
- *Desirable: Experience of leading and managing HR projects / programmes across an organisation.*
- *Desirable: Experience of managing specialist HR services i.e., recruitment and/or selection processes.*
- *Desirable: Consultation / negotiation with Trade Unions and employees.*
- *Desirable: Experience of mentoring and / or providing developmental support to other employees.*

## Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

### Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

## Approved By: Mark Dale, Assistant Director: People & Organisational Culture

Date Of Approval: 31st January 2025



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