Updated October24

Job Summary

Post Title	People Partner Advisor	**Proposed Pay Grade**	Grade 6
Directorate **Service Area**	Resources HR&OD	**Line Manager**	Strategic People Partner
Post Number/s (Mandatory for existing posts, If multiple posts state all)		**If existing post is the post title changing? If yes state both**	N Employee Relations Advisor
JE/GAR reference number (Mandatory for existing posts)		**Work Location (state Council office)**	Walton Street Offices
Work style (Delete as applicable)	Any desk	**Job Family & Role Profile**	OSP06O
DBS Check Required? (Delete as applicable)	No If YES state level of DBS required: Basic/ Standard / Enhanced with Barring check / Enhanced without Barring check		
Politically Restricted Post? (Delete as applicable)	No *The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.* *There are broadly two categories of restricted posts:* *Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.*		

Job Purpose and Job Context
To provide employee relations advice and guidance to managers across the organisation and schools. The post holder will focus on supporting the HR Strategic People Partners in delivering workforce strategies to meet service requirements and customer needs, ensuring consistent application of policies and processes and promoting a positive workplace environment for all. Work with People Partner Consultants to provide timely, pragmatic and professional advice taking account of statutory requirements and relevant corporate policies and processes as well as the needs and demands of the business
Main Responsibilities and Duties

To provide pragmatic and robust HR advice and guidance. To include:

- Drive forward a customer centric ethos which is evidently delivered through the team's performance and output.
- Interpret complex policy and procedural issues and advise customers on these. Respond to customer issues within the specialist area and manage through to satisfactory conclusion or escalate as appropriate.
- Managing employee relations cases from initial contact to resolution, ensuring they are handled in accordance with council policies and legal requirements.
- Proactively identify areas of potential concern. Provide advice, information, interpretation, recommendations and support on the full range of professional issues within the area of responsibility based on up to date specialist knowledge and analysis /evaluation of information presented.
- Work closely with stakeholders to clarify changing business requirements. Identify, recommend and support the development and delivery of improvements. Business requirements are identified and documented. Improvement opportunities are identified and recommended.
- Contribute to projects and change programmes across HR and wider organisation.
- Liaise with senior colleagues in the People Partnering team and across the HR&OD function as appropriate to escalate complex casework, seeking advice and guidance to reduce risks, and providing appropriate and timely guidance to customers on complex cases.
- Accurately record, update and maintain all appropriate records relating to casework and work undertaken in a timely manner and in line with the on-going requirements of the business.
- Identify opportunities for improving HR practices and processes work with colleagues across HR on task and finish activity to identify solutions and make appropriate improvement.
- Identify areas of organisational risk in relation to employee relations and change, such as inconsistencies in practices.
- Extracting and analysing data related to employee relations to identify trends and areas for improvement. Supporting managers with training and development initiatives related to employee relations, such as performance management and conflict resolution.
- Support colleagues across HR to ensure Service Now operates as intended and arrangements are working effectively in terms of accurate, consistent early advice and appropriate case referrals. Proactively share knowledge and expertise across HR to improve 'first line' resolutions and deliver an excellent customer experience.
- Keep up to date knowledge of all relevant UK Employee legislation and other relevant corporate policies to ensure that all advice provided is within statutory requirements and the principles of best practice.
- Take ownership of professional development, wellbeing and resilience to meet wider needs of service and organisation, recognising that individual roles and skill requirements may change over time.
- Other duties which may be required to be completed from time-to-time and which match the skills, experience and knowledge of the job holder.

Accountability

- If this role manages a budget please state the size of the budget: 0
- If this role monitors a budget please state the size of the budget: 0
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. 0
- How many indirect reports does this job have in its reporting line? 0

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	Sickness absence reports, management of ongoing cases proactively

1 year	✓	Projects and change programmes	
3-5 years			

Values and Behaviours

We expect your values and behaviours to reflect the values of HR & OD:

Adaptability
- Essential to thrive and deliver customer service in a volatile and changing environment and be the 'coaches in this world'

Data storytelling
- To be able to transform complex analytics into compelling and evidence-based narratives and recommendations for interventions

AI literacy
- Understanding and leveraging AI tools to innovate effectively to support customers

Cognitive flexibility
- The ability to think creatively, problem solve and pivot quickly to meet the customer need

Professional Curiosity
- Continuous learning to improve the quality and effectiveness of service delivery

We expect your values and behaviours to reflect the values of the organisation:

Proud
- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious
- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative
- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy
- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience *(taken from role profile to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Relevant experience within a large organisation, delivering similar services, with evidence of specialist knowledge and work responsibilities appropriate to the role		X	

Excellent ICT skills including Microsoft applications and specialist systems.	Use of SAP and/or Service Now	X	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.		X	
Proven ability to explain technical / specialist information in a way which a non-specialist can understand.	Ability to explain HR process/policy in a clear, concise manner	X	
Knowledge and experience of contributing to the development of policies, procedures and practices.	Experience of contributing to HR policy/process development	X	
Proven initiative and judgement to research, identify and resolve problems.	Demonstrates an ability to use initiative, and making judgement calls to resolve problems. Able to make pragmatic and timely decisions to suit business need.	X	
Experience of using computerised managing systems for logging, tracking and resolving casework and associated systems. Appreciation of benefits of AI and using this as a tool in HR.		X	
Authoritative knowledge of relevant systems, policies, regulations professional guidelines, legislation and understanding of emerging developments. within the specialist area.	Robust knowledge of employment law and best practice	X	
Well-developed interpersonal, persuasion and negotiation skills to build relationships and influence the stakeholder community.		X	
Data storytelling and ability to use, analyse and interpret data to influence decisions.		X	
Ability to proactively work with senior management, identifying training and support needs and designing tailored solutions.	Demonstrates evidence of identifying a customer's skills gaps / training needs and aligning specific support to meet these	X	
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to degree level or equivalent standard/equivalent experience.		Y	
Relevant professional qualification - or working towards this			Y
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role			Y
Ability to travel to multiple sites across the county		Y	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

**** Delete as appropriate <u>one</u> of the below*** ***All posts that need an enhanced or standard DBS check** This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023). For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order'). ***OR (*delete as appropriate)*** ***For all other post regardless of whether require a Basic check or no check at all** This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	N/A Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.