

Role Title	HR Specialist
Grade	10
Reference Number	
Service	HR & Cultural Change
Function	HR Operations / HR, Talent & Culture Change
Reporting Manager	Various

Role Purpose

To provide a HR specialist advice, support and guidance service in year, with some complexity, to colleagues and managers to provide a highly effective and efficient customer experience within the HR service function that you are deployed supporting the team in achieving its objectives and being responsible for delivering individual key performance indicators.

The job holders will manage their own case work / projects and contribute to the thinking around their service functions, analyse information to inform choices and actions and provide advice and guidance in line with employment legislation, best practice and / or Council's policies and procedures.

This role will support the outcomes of Our People and Culture Strategy whilst working with discretion and oversight.

Corporate Accountabilities

- Work with colleagues within the team, partners and across the service to **deliver high quality services** to our residents, customers and internal colleagues.
- **Take ownership of their own development and professional growth** by keeping up to date with latest developments, legislation and government changes in their area of specialism and sharing best practice with wider team and colleagues across the service.
- **Responsible** to find proactive resolutions **working closely** with managers and technical or professional leads ensuring risks are mitigated.
- **Demonstrate professionalism** at all times being a role model for their behaviour, conduct and embrace matrix working, removing silos.
- **Recognise duty and responsibility to take care of resources, financial and otherwise.**

Specific Roles

There are a number of roles within the HR & Culture Change team that have a HR Specialist post within the structure as follows:

i. HR Advice Desk

This team is the first point of access for managers, employees and external organisations (customers) into the HR & Cultural Change service through one front-door, albeit via different methodologies (telephone, email, walk in's etc) for all types of HR information, queries and transactions relating to employment issues, recruitment, training access etc.

This role is responsible for managing own case load, sometimes of a high volume with varying levels of complexity and this team will focus on providing an excellent customer experience by providing the right information at pace or escalating to the right HR & Cultural Change team to provide advice, guidance or further support to our customers. This role will also be responsible for reinforcing the operating model where queries could have been resolved through self-service by educating the customer where information could be obtained in the future as well as updating information on the intranet and developing new guidance to support self-service or in response to themed queries.

ii. Resourcing

This role is responsible for providing advice, guidance and support to managers throughout the recruitment lifecycle from advertising a position to onboarding the candidate ensuring that the process is completed at pace and complies with employment legislation including Right to Work, Sponsorship, DBS etc, best practice and / or Council's terms and conditions.

This role is responsible for managing own case load, sometimes of a high volume with varying levels of complexity and this teams focus will be to continually review and improve its recruitment processes for internal and external candidates to ensure they are streamlined and fit for purpose, ensuring that recruitment activities have been completed to a good standard, meeting its recruitment targets and supporting the Council to become an Employer of Choice. This role will also be responsible for recording all resourcing data and information, reviewing resourcing themes and developing guidance in response to themed queries as well as upskilling the HR Advice Desk to resolve queries more quickly.

iii. Industrial Relations & HR Policy

This role is responsible for supporting the development of innovative HR policies, procedures and toolkits as well as providing advice and guidance to colleagues within the HR & Cultural Change service on the practical applications of developing these documents where they are the subject matter experts.

This role will support the Industrial Relations and Policy Team Manager on consulting and negotiating with our recognised Trade Unions to ensure that our employers' obligations are met for the Council, maintained schools as well as the fire service.

This team will be responsible for being the 'gatekeeper' for all new / updated HR policy documentation to ensure compliance with employment legislation, best practice and terms and conditions of employment plus ensuring our corporate values are embedded which includes underpinning our ways of working, health and wellbeing and equalities, diversity and inclusion in everything we do.

iv. Employee Relations & Organisation Change Specialist

This role will be responsible for providing accurate high quality HR advice, guidance and support to managers on a range of employee relations and organisational change matters to managers and employees taking a risk-based approach to resolve employment issues and / or business outcomes in line with the Council's policies and procedures, employment law and best practice.

To manage own case load, sometimes of a high volume and of varying levels of complexity, adopting a coaching and mentoring style approach to enable managers to undertake their role of manager whilst ensuring that casework and organisation change matters are handled efficiently, fairly and consistently on all employee relations matters / casework including dispute resolution, conduct and capability, grievances, dignity at work, absence management, redeployment, TUPE, change management, redundancy and probation.

This role will support managers through all employee relations and organisation change processes including ensuring our employer obligations have been met with all our recognised trade unions.

v. Pay & Reward

This role is responsible for providing advice, guidance and support on all aspects of our pay and reward strategies to ensure that the workforce is rewarded in line with the organisation's context and culture, relative to the external market environment to attract and retain a talented workforce.

This role will be responsible for being the technical HR expert on the Council's job evaluation scheme ensuring it is operating to meet the needs of the organisation and delivers fair, equitable and transparent outcomes in a consistent and timely manner, ensuring that the end to end process is streamlined ensuring that equal pay for equal value is maintained to eliminate risk from the organisation.

vi. Talent Management

This role is responsible for supporting the delivery of the Council's Talent Management strategy and designing and delivering innovative and future focused talent management solutions in order to attract and recruit candidates with highly desirable skillsets and retain them as long as possible to create a workforce whilst supporting the delivery of Our People & Culture strategy.

This role will work across the organisation and will be responsible for providing advice and guidance to support managers on all types of recruitment and retention issues as well as taking a key role in managing a highly effective and efficient redeployment process for managers and employees, as well as taking responsibility for other key talent management projects/initiatives.

vii. Employee Wellbeing

This role is responsible for supporting the delivery of the Council's Wellbeing strategy and designing and delivering innovative and future focused initiatives that supports employee's health and wellbeing in order to create a great work environment where employees feel supported and provide solutions to enable colleagues to look after their own health and wellbeing which will have a direct impact on reducing sickness absence, increasing performance and creating a positive work environment.

This role will work across the organisation and will be responsible for providing advice and guidance to support managers and employees by providing proactive, preventative solutions to support health and wellbeing across the organisation. This role will also provide support in managing our Occupational Health contract along with other health and wellbeing providers i.e. Access to Work to ensure that the Council is achieving value for money and the needs of the Council are being met.

viii. Employee Engagement & Communications

This role is responsible for providing specialist advice, guidance and support to internal stakeholders on organisation-wide and service-specific employee engagement and communications projects and supports the team to create the right conditions so that colleagues can do their best work and feel valued, included, inspired and engaged.

This role will provide expertise on different internal communication channels and methods to reach diverse audiences and will use excellent written, oral and technological communication skills to support the creation of a great work environment by understanding the role that trust plays in the employment relationship and making sure people are listened to and have a voice in issues that impact them. This team support interventions in building the right culture that supports performance including the ability to have the right conversations that allow people to grow.

ix. Learning & Development

This role is responsible for supporting the design, delivery and / or commissioning a blend of innovative and future focused learning and development solutions including face to face, digital, social collaborative, coaching etc) which is aligned to our business priorities to champion a culture of curious thinking, continuous learning and professional development across the organisation based on our current and future workforce needs.

This role will provide specialist learning and development advice and guidance across the organisation and will support the development of leadership programmes, career pathways, workforce and succession planning, mentoring and coaching programmes as well as support the creation of digital solutions.

x. Early Careers

This role is responsible for supporting the design, delivery and / or commissioning early career programme to build a talent pipeline through a range of initiatives which include apprenticeships, T-Levels, career pathways, graduate and internship opportunities, to create, implement and sustain a learning organisation to become an employer of choice.

This role will provide specialist early careers advice and guidance across the organisation and will support the delivery of workforce plans for early careers taking into account apprenticeship levy resources / funding to ensure Council has a fit for purpose workforce for the future.

Please note the HR Specialist roles are intended to provide flexibility of movement across the service to aid career development opportunities and meet the demands of the service. Therefore, the Council reserves the right to move staff employed within these roles to a different HR Specialist role as requested by the Head of Service / Manager.

Portfolio Accountabilities

- Provide advice to employers, managers and colleagues on non-routine human resource and / or organisational development issues ensuring procedural, good practice and to provide a HR specialist advice, support and guidance service in year, with some complexity, to colleagues and managers to provide a highly effective and efficient customer experience within the HR service function that you are deployed supporting the team in achieving its objectives and being responsible for delivering individual key performance indicators.
- The job holders will manage their own case work / projects and contribute to the thinking around their service functions, analyse information to inform choices and actions and provide advice and guidance in line with employment legislation, best practice and / or Council's policies and procedures.
- This role will support the outcomes of Our People and Culture Strategy whilst working with discretion and oversight. employment legislation requirements are met
- Research HR and / or organisational development methodologies, initiatives and solutions in the private and public sector, and maintain a professional knowledge of current developments and issues within these areas to continually evolve and improve our service offering
- Contribute to HR projects and service initiatives under the direction of line management providing high level outcomes within specified deadlines
- Contribute to the implementation and promotion of HR policy, procedures and good practice through data, insight and analysis of comprehensive workforce metrics and collaborative working with key stakeholders
- Where required, to take an active role in working with the Council's recognised Trade Unions to seek resolution to key organisational issues / case work ensuring a holistic view is considered when undertaking any consultation or negotiation.
- Determine organisational training needs and escalate to the relevant centre of excellence so a holistic plan can be developed and support training delivery programmes to address the training need as required
- Provide workforce metrics relating to your service function and undertake profiling and analysis of this data to provide further insights
- Manage casework / projects including drafting complex correspondence and hearing papers and liaising with and advising employees and managers on processes and procedures
- Work flexibly in HR functions, ensuring effective delivery of agreed work programme to meet changing service requirements
- Contribute to establishing, implementing and reviewing HR service standards and performance measures
- To use computerised systems, technology, artificial intelligence (AI) and digital solutions to drive an efficient and effective service.
- To provide advocacy and expertise on equality, diversity and inclusion (EDI) ensuring EDI is integral to the work of the function and adheres to all legal and mandatory requirements.
- To ensure that GDPR processes and protocols are in place to safeguard data and information.

Knowledge / Skills / Experience Required

Job holders at this level are likely to be CIPD Level 5 or working towards this qualification or equivalent qualified or have significant experience at working at a HR advisory level.

Job holders will manage personal caseloads, contributing to projects and initiatives. They are likely to have relevant experience and specialist knowledge of national and local standards, legislation and procedures. It is important at this level to be able to communicate with service users in a diplomatic and tactful manner; advise and guide colleagues on HR issues. The job holder is also required to have:

- Practical understanding of the range of HR services and their contribution to organisational performance
- Experience of the identification of needs and issues and the sourcing of solutions to ensure quality and consistency in providing advice and guidance to aid a good customer experience
- Detailed knowledge of the organisation's policies, processes and procedures and how they operate in practice
- Experience of working flexibly within a team and across difference areas of HR activity
- Experience of working with Trade Union representatives
- Ability to negotiate and persuade and build and maintain effective working relationships at all levels
- The ability to support projects (appropriate to the grade of this role) and work independently to support the delivery of work programmes within agreed timescales
- Demonstrable experience of working to and meeting service standards, targets and deadlines
- Good knowledge of employment legislation and HR best practice
- Experience of providing HR support and advisory services within a complex environment
- Good communication skills
- Proven consultation and negotiation skills
- Proven research, analytical and presentation skills
- Commitment to service improvement and enhanced organisational effectiveness
- Commitment to equalities and diversity
- Good numeric, literacy and IT skills

Working Arrangements

- Able to travel across the county and work from various office locations within the county.
- Contractual base as detailed on contract, but able to work on a flexible basis in line with our Agile Working Policy.

Leading Through Our Values and Behaviours

Providing clear and visible leadership by putting our values front and centre of every behaviour, decision and action.

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently