

Role Title	Senior Organisation Change HR Specialist
Grade	12
Reference Number	
Service	HR & Cultural Change
Function	HR Operations
Reporting Manager	HR & Organisation Redesign Consultant

Role Purpose

This role will lead on the operational HR delivery of organisational change and will be responsible for providing advice, guidance and support to managers on all types of organisational change programmes which include restructures, redundancy programmes, TUPE (outsourcing and insourcing), organisational / job redesign as well as changes to terms and conditions of employment to support Services to deliver the business outcomes required.

This role will support managers providing high quality advice, guidance and support throughout the organisational change lifecycle taking a risk based, solutions focused approach whilst coaching and mentoring managers through the organisation change journey, enabling them to make decisions in their manager role whilst complying with Council's policies and procedures, employment law and best practice.

This role will take the HR lead on supporting managers with engaging with staff going through organisational change, consulting with our recognised Trade Unions including contributing to formal consultation; designing and delivering selection and implementation plans and working collaboratively with other support functions such as finance and other HR experts such as Organisational Effective and Talent Management to ensure changes are implemented successfully.

Corporate Accountabilities

- **Demonstrate our values and behaviours** at all times ensuring delivery of high performance.
- **Be technically sound and proficient** in their area of specialism by keeping up to date with latest updates, industry best practice and improvements ensuring they are able to drive continual improvements.
- **Collaborative and matrix working** with wider organisation ensuring delivery of service priorities on time and budget and sharing of best practice.
- **Interpret and analyse data** to be able to recommend and develop improvements within the service within financial budget.
- **Share best practice, coach and train new colleagues** on work, systems and practices within the service.

Portfolio Accountabilities

- To plan, organise and manage (or matrix-manage) a team to deliver a high quality and customer focused service to colleagues and managers which is compliant with employment legislation, best practice and the Council's policies and procedures.
- To deliver a highly effective and efficient operational service that focuses on continually improving its systems, data and insight and / or processes, policies, procedures, toolkits and ways of working to enhance and continually improve the customer experience.
- To ensure the service meets in Service Level Agreement and targets set and put plans in place to rectify underperformance.
- Ensure the integrity of all data and information presented is easy to understand, has insight and enables services to make evidence and / or risk-based decisions.
- Assist in the development, implementation and promotion of HR policy, procedures and good practice through data, insight and analysis of workforce metrics and collaborative working with key stakeholders.

- Provide professional operational advice to managers on the full range of people management issues within the field of expertise. This role will act as the 'subject matter expert' within their functional service area and will continually improve processes, ways of working and share information to enable a highly efficient and effective customer experience which is continually learning / improving.
- 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.
- Research and maintain a thorough knowledge of current issues and initiatives within the profession and public sector and ensure that changes in HR policies and working practices are effectively communicated to all service users and stakeholders and that procedures and systems are updated appropriately.
- Proven ability to manage and deliver a complex workload.
- Work flexibly across the functions to ensure effective delivery of the agreed work programme and meet changing service requirements.
- Ensure that all complaints and incidents are effectively managed, and that learning is embedded.
- To use computerised systems, technology, artificial intelligence (AI) and digital solutions to drive an efficient and effective service.
- Provide leadership, 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.
- Evaluate risk and make changes to established plans to react to significant business challenges, opportunities or threats.
- 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 qualified or equivalent or have experience of managing a team or systems (as appropriate).

Job holders are likely to require a combination of applied and theoretical knowledge, though with an emphasis on practical applied knowledge. Forward planning could be for months ahead, though job holders will contribute to longer-term development. This level requires the knowledge and experience to resolve complex issues; proactively anticipate problems and recommend solutions. Therefore, the focus is on influencing and successfully managing others to achieve service efficiency and effectiveness. The job holder is also required to have:

- A demonstrable understanding of a HR service, the relationship between the components and processes within it, and an awareness of the service environments within which it operates.
- For Data and Insight only – knowledge and significant experience of extracting multiple data sets to provide analysis and insight (storytelling) relating to the Council's workforce to enable evidence-based decisions.
- Experience of the identification of needs and issues and the sourcing of solutions to ensure quality provision
- To guide, coach and influence effectively whilst building positive relationships at all levels of the organisation
- Experience of consultation and negotiation within a highly unionised environment
- Detailed knowledge of the organisation's policies, processes and procedures
- Experience of working flexibly across a range of service settings and subject areas
- The ability to manage and / or support projects (appropriate to the grade of this role) and work independently to deliver work programmes within agreed timescales.
- Extensive knowledge and experience of contributing to the development of policies, procedures and practices.
- Experience of interpreting and advising on a range of employment conditions and related information
- Experience of researching, analysing and diagnosing problems and issues and presenting solutions/recommendations
- Knowledge of appropriate legislation, codes or practice etc.
- Good ICT skills

- Knowledge and promotion of the value of a diverse workforce

Dimensions of Role

- Manage a team of circa 4 employees / direct reports or managing a high-volume of activities / data and distributing work to achieve service outcomes.
- Planning will be up to 1 year's horizon scanning.

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