

Role Title	HR Team Leader or Senior HR Specialist
Grade	12
Reference Number	
Service	HR & Cultural Change
Function	HR Operations
Reporting Manager	HR Operations Manager / Employee Relations Team Manager / HRIS Team Manager / Data & Insight Team Manager

Role Purpose

The Team Leader will manage and deliver a highly effective and efficient transactional function to colleagues and managers which is compliant with employment legislation, best practice and the Council's policies and procedures setting team / individual objectives (KPI's) and monitoring targets to achieve service outcomes. The Senior HR Specialist role will focus on planning, organising, distributing workload and analysing data over the next 12 months to ensure that the function has the right resources and / or technology to meet the demand of the organisation so that we can continually improve. Both roles will recognise the need to identify root cause as well as provide information and learning within the service.

These roles have a critical part to play in enabling the work to flow seamlessly through the HR & Cultural Change operating model by having the right information in the right place, using the right technology and extracting required data to aid evidence-based decision making, as well as deal with all queries from 'one front door' and having excellent processes in place to escalate complex or specialist queries. These roles support driving efficient and effective processes to continually improve and enhance the customer experience which add value to the organisation's effectiveness.

To be responsible for delivering on projects / workstreams within Our People and Culture strategy and OCC's value of 'daring to do it differently' as the organisation strives to do better.

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.

Specific Roles

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

i. Senior HR Information Systems (HRIS) Specialist

This role will support the HRIS Team Manager to review and contract manage all the HR systems that are used within the HR & Cultural Change service to ensure that they are fit for purpose, add value and provide the most effective and efficient solution. This role will provide expertise on current future digital HR technology including using artificial intelligence that may be required to improve our service offering, drive economies of scale and / or achieve value for money.

This role will provide information and resources in a logical way within our HR systems to drive and enable manager and employee self-service and achieve the service ambitions where 70 – 80% of requests are resolved by customers answering their own questions using the Council's easy to access

and easy to understand intranet / portal which is constantly updated and an ethos of continually improving the customer experience.

ii. Senior Data & Insight Specialist

This role will support the Data & Insight Team Manager to extract and manipulate data and information from all relevant systems to provide analytical consulting to enable the exploration of issues and problems in a methodical way to shape solutions and workforce insights to enable evidence-based decision making.

The role will be responsible for supporting our Strategic People Partners by providing workforce information that is easy to understand, tells a story which is logical to follow and is ready to share/present with our services.

iii. Senior Employee Relations & Organisation Change Specialist

This role will support the Employee Relations & Organisation Change Team Manager to equip a team of HR professionals to provide advice, guidance and support to managers on employee relations, organisational change including restructures, redundancy programmes, outsourcing and insourcing, organisational/job redesign, analysing and advising on contractual, procedural and legal requirements; engaging with staff and 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.

The role will be responsible for project managing and overseeing all organisational change and employee relation cases across the Council ensuring the right resources are assigned to the right organisation change programme / case work and monitoring performance outcomes.

iv. Senior Organisational Change Specialist

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.

v. HR Advice Desk Team Leader

This role is responsible for managing a team to be the first point of access for managers, employees and external organisations 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 ensuring the team resolve customer queries with the right information at pace or escalate to a team to provide the advice and guidance.

This team focus will be to continually evolve and develop knowledge to deal with first line queries, to reduce escalation to deal with customer queries more quickly to enhance the customer experience as

well as reinforce the operating model where queries could have been resolved through self-service by educating the customer where information can 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.

vi. Resourcing Team Leader

This role is responsible for managing a team to provide 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, best practice and / or Council's terms and conditions.

The team focus will be to continually review 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 team 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.

Please note the Team Leader / Senior 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 Team Leader / Senior HR Specialist role as requested by the Head of Service / Manager.

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