

## Wirral Council: Job Role Descriptor

<b>Job Role:</b>	Human Resources Officer
<b>Service:</b>	Human Resources
<b>Reports to:</b>	Senior HR Manager/Recruitment & Resourcing Manager/Employee Relations Manager/Senior HR Officer – Team Leader
<b>No. of Subordinates:</b>	0
<b>HR USE ONLY</b>	
<b>Job Role Ref:</b>	CSUP0042P
<b>Job Family:</b>	Corporate Support
<b>Grade:</b>	PO2

### JOB ROLE 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. Take the lead on HR related projects as appropriate that enable the council to deliver its service priorities.

### KEY TASKS - Employee Relations

1. Provide advice to employees, Managers, Chief Officers and investigating officers in relation to employee relations cases to ensure that more complex Employee Relations (ER) matters are dealt with in accordance with policy and legislation to mitigate risk.
2. Provide specific casework advice and support in relation to absence management, disciplinary, grievance, performance capability, redundancy and redeployment.
3. Work with Managers, employees and Trade Unions to resolve individual/collective ER issues.
4. Support the ER Manager with the development of ER policy and the implementation of new policies and procedures.
5. Support the HR Business Partner to resolve ER issues.

### KEY TASKS – Recruitment & Resourcing

1. Support the HR Business Partner to deliver strategic Departmental HR priorities.
2. Provide advice and support Managers, in implementing and managing organisational change, including restructures, job role design and redeployment of employees.
3. Support the Recruitment & Resourcing Manager with the development of recruitment policy and practice and ensure the operation of the process is effective, timely and efficient to meet the Council's needs.

4. Work with the Business Partner and managers to identify appropriate resourcing requirements and implement the most effective solution to meet the business requirement.
5. Understand, interpret and provide advice and guidance on terms and conditions of employment for Council staff.
6. Provide advice and guidance on pay and grading issues and undertake job evaluation.

#### **KEY TASKS – Policy & Equalities**

1. Support the Council to fulfil its statutory obligations under the Equality Act 2010 and other relevant legislation. This includes advice and training to managers and colleagues in relation to workforce equality issues, Equality Impact Assessments (Workforce) and the publication of workforce data and action plan.
2. Research new legislation, review existing and develop new Human Resources and Equality Policies, procedures and guidance that comply with relevant employment law, best practice to meet the Council's business requirements in a format that are easily understood.
3. Consult with staff and trade unions as appropriate.
4. Provide advice and guidance to HR staff and managers on the implementation HR policies and procedures.
5. Support and lead as appropriate the design and delivery of equality, wellbeing and other workforce initiatives, the achievement of standards and events as set out in the People Strategy and other plans. Promote policy and equality events in the workforce and support engagement events.
6. Produce reports and briefing notes for Head of HR, SLT and Elected Members on policy and equality issues.

#### **KEY TASKS – Generic**

1. Promote consistent operation of corporate standards across the Council in relation to HR & OD activities.
2. Represent HR on corporate internal/external change projects, attending meetings as required.
3. Deliver a high quality proactive customer focused service, in line with agreed performance indicators.
4. Undertake relevant professional training/development and other learning activities as required.
5. Ensure all HR/casework systems are maintained accurately and efficiently
6. Analyse HR management information from various sources to identify trends and issues
7. Deliver relevant training to managers and supervisors as and when required.

8. Countersign DBS applications to ensure correct completion.

## **KEY RESPONSIBILITIES**

### **People**

Develop constructive working relationships with employees, Managers and Trade Union representatives.

Liaise with other Council departments, Councillors, external agencies and partnership organisations as required.

Deliver briefing/training in relation to the implementation of HR Policies and procedures.

Assist with the effective selection and recruitment of employees in accordance with Council policies and procedures, advising Managers on recruitment and selection strategies to ensure appropriate appointments.

Support employees through re-deployment process.

Provide support to the Senior Management Team as required.

Provide mentoring and support to team members in accordance with their experience and abilities, particularly with discretionary and complex areas of work.

### **Financial**

Provide advice and guidance on compliance with corporate financial policy and procedure, across all service areas on a regular basis.

Draft delegated reports for sign off by HR Business Partner in relation to organisational changes ensuring finances are accurate.

### **Strategic**

Fully conversant with Council policies, terms and conditions and relevant procedures.

Keep abreast of employment legislation changes and developments.

Review and develop HR policies and procedures, ensuring all policies meet required Equality standards.

Work with Business Partner and Senior Managers on all forms of HR consultation and negotiation such as re-structuring, TUPE and changes to terms and conditions.

### **Resources**

Analyse HR management information from various sources to identify trends and issues.

Undertake research into employment policy and strategy issues using published material, the Internet and liaison with key contacts.

Champion and manage specific Council wide HR initiatives or programmes.

Ensure all HR/casework systems are maintained accurately and efficiently and carry out regular quality assurance checks.

Monitor third party agency systems and reports to ensure spend and usage is kept to a minimum.

### **Planning and Organising**

Support senior manager leads to develop effective planning and delivery of HR projects.

Work with Business Partner and Service Managers to analyse workforce requirements and design solutions to meet future service requirements.

Produce reports for Departmental Management Teams (DMTs) and Senior Leadership Team (SLT) as directed by the HR senior manager and attend meetings as required

### **Decision Making**

Resolve issues arising from own work and that of others, referring complex queries to senior HR officers or manager.

Recognise own strengths and areas of expertise and use these to advise and support others.

Ensure that issues escalated are recorded, managed and resolved according to agreed performance targets.

## **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS**

### **Essential Criteria**

#### **Qualifications:**

- Level 3 CIPD qualification

#### **Knowledge & Skills:**

- Ability to understand and interpret HR procedures and practice (including best practice).
- Personal commitment to the provision of high quality HR advice.
- A sound understanding of current and changing employment legislation.
- A thorough understanding of various terms and conditions of service.
- A thorough understanding of GDPR requirements in relation to HR practice.
- Developed interpersonal skills with the ability to build positive working relationships
- Excellent written and verbal communication skills.
- Ability to plan and prioritise work, whilst remaining flexible to changing demands.

- Awareness of key Council priorities and corporate issues / initiatives which would impact on the management of employees.
- Ability to analyse workforce information, spot trends and issues and identify solutions
- Ability to use HR systems to access and maintain data.

**Experience:**

- Experience of working in a human resources department.
- Experience of providing advice to Managers on more complex HR issues to ensure effective resolution.
- Experience of revising and introducing new HR policies and procedures.
- Experience of supporting Managers through change initiatives.
- Experience of planning and managing HR projects / programmes and implementing new initiatives.
- Experience of working with external agencies and partner organisations.
- Experience of producing HR statistical reports for Senior Managers.
- Experience of planning and co-ordinating HR projects, training and events

<b>Desirable Criteria</b>
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**Qualifications:**

- Level 5 CIPD Qualification or working towards.

**Knowledge & Skills:**

- Understanding of the Council's HR policies and procedures.
- A good understanding of HR's role across the organisation.
- Produce and present reports for various audiences.

**Experience:**

- Experience of leading and managing HR projects / programmes across an organisation.
- Experience of managing specialist HR services ie; recruitment and/or selection processes.
- Consultation / negotiation with Trade Unions and employees.
- Experience of mentoring and / or providing developmental support to other employees.

<b>ADDITIONAL WORK ELEMENTS</b>
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Ability to move around the borough using public or private transport.

**NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

**Signed Head of Service**

**Date**

Liz Hammond

26<sup>th</sup> November 2018

Interim Director Of Change and Organisational Design