

Senior HR Consultant

Grade: Newham PO6

Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.

Accountable to:	Head of HR Operations
Accountable for:	A team of HR Consultants, HR Officers and HR Assistants
Job Purpose:	<ul style="list-style-type: none"> • Manage a team within operational HR services, providing specialised HR expertise and advice to all oneSource partner organisations and external clients • Provide a seamless HR service to take account of the commercialisation and small business agendas. • Provide a high quality professional HR operational service, advising on a range of HR activity to include complex casework, transformational change, workforce planning and resourcing solutions • Provision of high quality and consistent HR advice, guidance and support in a cost effective and efficient way that positively impacts customer effectiveness, efficiency and confidence • Ensure all partner organisation staff and members receive effective and consistent HR advice, on the interpretation of HR policies, procedures and legislation • Co-ordinate and take responsibility for the work of the assigned team and deploying resources to deliver a responsive and flexible service that supports organisational and service priorities • Customer relationship management of both internal and external businesses
Specific Responsibilities	<ol style="list-style-type: none"> 1. To manage the delivery of a comprehensive and sometimes bespoke high quality and professional HR advice to all customers, that meets strategic objectives to include for example change, employee relations, reward and recognition, TUPE, resourcing and organisational development 2. To deputise for the Head of HR Operations, or any other HRLT lead as required 3. To assist in the planning and implementation of HR strategies and change management programmes

	<p>4. To provide high quality HR services to managers, including advice on:-</p> <ul style="list-style-type: none"> • Complex performance management issues • Complex Change management processes • Senior level recruitment and resourcing • Commercialisation and small business agenda and to interpret employment legislation and case law <p>5. To be the expert operational HR resource across a designated service area, providing senior line managers with advice and support in dealing with complex and challenging HR issues</p> <p>6. To assist the Head of HR Operations in developments with in designated HR areas, e.g.:</p> <ul style="list-style-type: none"> • Complex employee relations issues • Reward and recognition • TUPE • Complex organisational change processes <p>7. To be responsible for planning, delivering and implementing high level recruitment campaigns in designated service areas, as directed by the Head of HR Operations.</p> <p>8. To liaise effectively with Learning & Organisational Design and Development colleagues to ensure staff affected by service reviews and restructures are able to access both learning and redeployment options to enhance future employment possibilities</p> <p>9. To manage Job Evaluation in accordance with national and local procedures</p> <p>10. To participate in the impact assessment of reports, policies and procedures as required.</p> <p>11. To build and maintain constructive relationships with Trade Unions, participating in corporate consultation or negotiation activities as appropriate</p> <p>12. To provide timely and relevant analysis of HR information to managers, in support of business objectives</p> <p>13. To manage, monitor and review the performance of the assigned operational HR Team, and seek to identify ways of managing continuous improvement.</p> <p>14. To use the established performance and development frameworks to lead, coach, mentor and develop direct reports to meet business needs.</p> <p>15. To encourage contributions from team members to provide constructive ideas that will contribute to delivering further efficiencies and service</p>
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	<p>enhancements.</p> <p>16. To identify training and development needs and opportunities, arranging on the job training for staff and additional training where required.</p> <p>17. To provide evidence at disciplinary and tribunal hearings, as required</p>
HR General Requirements	<ul style="list-style-type: none"> • To agree development and delivery priorities with the Head of HR Operations • To communicate with other Operations team members to ensure HR advice is of consistent high quality • To work flexibly across the Operations team and wider HR&OD service, as required • To continually look at external revenue opportunities and promote the oneSource profile • To ensure all case management systems are kept up-to-date with relevant data • To ensure the interaction with the transactional team ensures a one stop shop approach for customers • To ensure best practice and support is provided to the transactional team • To seek continuous improvement to service delivery and efficiencies within the service • Working with colleagues to provide bite size training opportunities for managers on policies
oneSource Corporate Critical Success Factors	<ul style="list-style-type: none"> • Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money • Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach • Delivers a resilient business, which continuously improves and innovates with healthy revenue streams • Operates an ethos of joint working and operates across the board regardless of location • Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this • Delivers a flexible and scalable service to innovate, enhance market knowledge and continuously improve • Invests in people and skills to deliver a sustainable business • Provides a full HR service that is multi-channelled, face to face, local and with a potential to offer services nationally

General	<ul style="list-style-type: none"> • OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately • Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures. • Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence. • To advocate and to be a champion of change to enable the HR Service to be sustainable even with diminishing resources
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Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed Competence in:	<ul style="list-style-type: none"> • People management including motivation, performance management and capability • Senior role in the provision of operational HR services • Service improvements, maximising efficiency and effectiveness • HR support in delivering change in a complex organisation • Implementing HR policies and procedures and proposing recommendations for improvements 	
Able to demonstrate and evidence Knowledge and experience in	<ul style="list-style-type: none"> • CIPD or equivalent • Demonstrable knowledge of both HR policies and procedures and employment law • Leading a team that delivers high quality HR services • Good working knowledge of Microsoft Office and other desktop IT applications • Experience of building productive relationships with customers • Experience of contributing to HR policy development • Experience of analysing data and producing HR reports to facilitate business decisions • Understanding of the specialist area they are working in and expected to have a complex knowledge of service areas allocated to. • Proven track record of influencing senior managers in a complex organisation 	
Behaviours and personal qualities	<ul style="list-style-type: none"> • Demonstrate professional approach and commitment to customer service • Ability to maintain confidentiality 	

	<p>and sensitivity in all circumstances</p> <ul style="list-style-type: none"> • Skilled communicator, able to share options for action both verbally and in writing • Able to lead a team off staff to deliver high quality HR services • Ability to work collaboratively with others • Ability to show personal resilience and work in a fast paced environment and balance competing priorities to deliver to timescales 	
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Employees are required to commit to demonstrating the behaviours and competencies set out in the Behaviours and Competency Framework, and to work towards agreed Behaviours and Competency framework Objectives.

Havering Competencies (Not applicable to Newham posts)

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace. The 7 competencies describe essential behaviours that everyone is expected to display and observe.

The 7 competencies each have 4 levels that reflect the different levels that employees would be expected to work to.

It is expected that there will be 4 competencies assigned that the employee is expected to demonstrate (for senior posts it is likely there will be 5 or 6 competencies). One of the competencies expected to be included will be Respecting Others.

Select from the Competency Framework the required competencies and associated levels (A-D) based on the role needs (level A will generally reflect an employee working in a support role, level D generally reflects those working at a very strategic level).

Complete the table below with the competencies and levels selected. Include the descriptive for the selected level (cut and paste).

Competency	Level	Criteria to be Evidenced (Description)
Achieving Results and Success	C	<ul style="list-style-type: none">• Evaluates and monitors performance• Uses knowledge of social and political dynamics to achieve results• Encourages organisational learning and continuous development• Demonstrates integrity, fairness and consistency in decision making• Sets demanding but achievable objectives for self and others• Achieves results through effective management of self and others• Identifies and manages risks• Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes
Communicating Openly and Effectively	C	<ul style="list-style-type: none">• Communicates complex information to others effectively• Is a clear and persuasive communicator, using influencing and negotiating skills when necessary• Actively listens to, respects and values the views of others• Presents succinct, well balanced

		<p>information orally and in writing, with clear outcomes</p> <ul style="list-style-type: none"> • Sets up opportunities to influence others prior to decisions being made • Understands and responds to organisational politics • Facilitates discussions to achieve collective objectives • Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively
Delivering Excellent Customer Service	C	<ul style="list-style-type: none"> • Acts as a role model in own personal approach to customer focus • Proactively seeks and effectively uses customer information to inform service delivery • Proactively seeks to establish and meet current and future needs of customers • Organises processes around customers, taking account of complex and sensitive issues to meet their long term needs • Implements and utilises systems to record customer feedback and communicates ideas and information to appropriate people, ensuring information is fed back into appropriate systems e.g. CRM • Creates an environment where team/s are empowered to put customers first
Respecting Others	C	<ul style="list-style-type: none"> • Develops a culture of Equality and Diversity • Empowers people to achieve best practice in this area • Adapts to different audiences • Ensures team members value diversity • Demonstrates clear and consistent leadership in promoting equality and diversity • Ensures full access to services for all • Responds efficiently and appropriately where there is evidence of unfairness • Respects confidentiality where appropriate • Challenges inappropriate behaviours • Upholds a high standard of fairness and ethics in words and actions

