

## Employing Council



<b>Job Title</b>	HR Digital Officer
<b>Grade</b>	Scale 6
<b>Location</b>	Newham or Havering. The post holder must be flexible and work across council sites
<b>Accountable to:</b>	HR Business Advisor
<b>Accountable for:</b>	No direct line management responsibility, as required will be required to assist team members in familiarisation and training of, temporary, agency and contractors as required
<b>Budget management responsibility:</b> Not applicable	
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>Assist in developing the HR&amp;OD online presence that delivers an improved customer journey and overall experience of service interaction.</li> <li>As the main content editor, maintain and ensure all internal and external online HR&amp;OD content published is up to date and is in line with best practice and the relevant organisational branding guidelines.</li> <li>Provide digital advice and practical support, including how to maximise the use of sharepoint, to support all internal communication campaigns and support the delivery of an annual HR&amp;OD communications calendar.</li> </ul>
<b>Specific Responsibilities</b>	<ul style="list-style-type: none"> <li>To be responsible for ensuring our standards and delivery of all internal HR&amp;OD online content are maintained and consistently meet changing requirements. Recommending actions and taking action to implement them as required,</li> <li>Provide advice and support various methods of communication, working directly and collaboratively with stakeholders to create a seamless customer experience.</li> <li>Be responsible for updating and supporting the development of the internal HROD Sharepoint platform, changing behaviours, maximising information sharing and storage capabilities to create efficiencies</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure adherence to GDPR guidelines of our information and data sharing channels.</li> <li>• Be responsible for liaising with stakeholders to ensure HR information is kept up to date Removing or replacing out of date content from our internal and external platforms, hosted on SharePoint platforms and other .</li> <li>• Assisting with the development and maintaining a internal site to communicate with managers. .</li> <li>• To pro-actively build collaborative working relationships with others across oneSource services and with partner councils services, to transform our digital and non-digital communication channels for improved customer experience.</li> <li>• Take ownership for the delivery of service improvement projects, liaising with stakeholders to inform and improve the customer experience and engagement using the latest tools and technologies.</li> <li>• To provide adept advice, information, interpretation and support on a full range of technical/professional issues within the area of responsibility. Undertake, analysis and evaluation of content based user data and intelligence enabling HR&amp;OD to inform and adapt the way we deliver services.</li> <li>• Work collaboratively with corporate communications teams and relationships recognise differences in organisational priorities, cultures and political environments.</li> <li>• Provide creative solutions that support decision making, for the review of processes and systems, the identification of 'as is', development and evaluation of the 'to be' and implementation.</li> <li>• To develop opportunities for online external customer interface, enabling us to market our services, provide online information, and obtain feedback to support income streams.</li> <li>• To provide assistance with disseminating information using online tools, where information across partner councils, integrating details of events, ad-hoc communications, seminars, video messaging, presentations, and when required liaising with corporate communications colleagues and providers.</li> <li>• Manage own workload flexibly to ensure conflicting priorities are managed, deadlines are met and expectations are managed.</li> </ul>
HR General Requirements	<ul style="list-style-type: none"> <li>• To communicate with other HR&amp;OD team members to ensure advice is of consistent high quality</li> <li>• To work flexibly across the wider HR&amp;OD service, as required</li> <li>• To agree development and delivery priorities with the HR Customer and Business Manager</li> <li>• To seek continuous improvement to service delivery and efficiencies within the service</li> </ul>

	<ul style="list-style-type: none"> <li>• To continually look at external revenue opportunities and promote the oneSource profile</li> <li>• To ensure all case/HR management systems are kept up-to-date with relevant data</li> <li>• To ensure the interaction with the transactional team ensures a one stop shop approach for customers</li> <li>• To ensure best practice and support is provided to the transactional team</li> <li>• To seek continuous improvement to service delivery and efficiencies within the service</li> </ul>
General	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> <li>• Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.</li> <li>• 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.</li> <li>• To treat all information acquired through your employment, both formally and informally, in strict confidence</li> <li>• To advocate and to be a champion of change to enable the HR Service to be sustainable even with diminishing resources</li> <li>• Invests in people and skills to deliver a sustainable business particularly with regard to encouraging self- service in Managers</li> </ul>

**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
<p><b>Able to demonstrate and evidence a highly developed Competence in:</b></p> <ul style="list-style-type: none"> <li>• Highly adaptive, demonstrates flexibility to changing circumstances and conflicting priorities</li> <li>• Highly organised with a customer driven focus, managing projects that consistently seek to establish current and future need</li> <li>• Able to communicate complex information clearly and effectively, using influencing and negotiating skills and mediums appropriate to the audience</li> <li>• Driving engagement, demonstrating excellent skills in stakeholder engagement and customer care, to achieve collective objectives, demonstrating excellent listening skills and ability to build relationships</li> <li>• Assuming personal responsibility for achieving outcomes and is considerate of others and their contributions</li> <li>• Working collaboratively to successfully implement new ways of working, problem solving to maintain excellent service levels</li> <li>• Excellent writing, language, proof-reading and communication skills</li> <li>• Excellent IT skills, maximising use of systems such as Microsoft O365, in particular SharePoint, Teams, Excel, Word, PowerPoint and maximising use of internal systems</li> </ul> <p>Knowledge of basic and low code languages, or proficient in Excel formulas with interest in learning how to develop skills.</p>	<p><b>Application form/Interview/Test</b></p>
<p><b>Able to demonstrate and evidence knowledge and experience in:</b></p> <ul style="list-style-type: none"> <li>• Evidence of recent and relevant Continuous Professional Development (CPD)</li> </ul>	<p><b>Application form/Interview</b></p>

<ul style="list-style-type: none"> <li>• Demonstrable experience in utilising online information and communication platforms</li> <li>• Experience of working in a face paced, customer focused environment, with strong ability to understand and respond to organisational politics, such as local authority, HR and communications</li> <li>• Delivering high quality, creative online communications and engagement strategies and solutions to benefit a variety of customers and stakeholders</li> <li>• Experience of working on multi site online content, ensuring the highest quality is upheld</li> <li>• Experience of implementing business improvement, including analysis of data, interpreting and presenting information in a variety of formats, using this to inform design principles, take decisions for a variety of purposes.</li> <li>• Knowledge of how processes like those found in the human resource environment and other similar back-office departments interface to deliver online information and automation</li> </ul>	
<p><b>Behaviours and personal qualities</b></p> <ul style="list-style-type: none"> <li>• Has excellent interpersonal skills, demonstrates a positive and customer focused attitude, and is responsive, considered, forward thinking and flexible in approach when faced with competing demands</li> <li>• Takes personal responsibility for self development and the development of the service for continuous improvement</li> <li>• Encourages a culture that embraces equality and diversity in the workplace and delivery of services to customers</li> <li>• Actively listens to, respects and values the views of others</li> <li>• Willingness to support individuals and team in maximising their potential through feedback, coaching, development and training</li> <li>• Willingness to challenge assumptions and ability to adapt or generate innovative solutions</li> <li>• Ability to assess the needs and priorities, balancing short and long term to ensure they deliver meeting those needs and expectations</li> </ul>	<p><b>Application form/Interview</b></p>

