

Job Description



Job Title: HR Officer (Resolution)	Service Area: Human Resources & Organisational Development	
Directorate: Resources	Reports to: Snr HR Consultant (Resolution)	
Grade: SO2	Post Number: TBC	Evaluation Number: TBC
Date last updated: May 2023		
Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.		
Protecting our staff and services 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.		
Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

Provide high quality and consistent advice and guidance to people managers and employees across all aspects of HR policy and procedure, in line with legislative parameters.

Deliver a responsive and flexible advisory service that supports organisational and HR&OD priorities.

Responsible for maintaining a central record of all enquiries and ensuring a response is provided within the agreed timescales.

Job Summary

Respond to initial enquiries from managers and employees, providing the appropriate resolution, e.g., signposting to online information and guidance, response, or referral to the Advice and Consultancy team (where a case is more complex, or specialist advice is needed).

Provide high quality and consistent advice and guidance on the application of HR policy and procedures and job evaluation, ensuring workload is managed to deliver a responsive and flexible service that supports organisational and service priorities.

Contribute to the development and maintenance of HR toolkits (e.g., guidance, flow charts, template letters) to enable managers to carry out their people management responsibilities.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Provide a professional advisory service in response to enquiries that meets strategic objectives and positively influences the employee's experience. This will cover the employee life cycle, including resourcing, probation, induction, performance management, employee relations cases (grievance, bullying and harassment, conduct, sickness), and organisational change.
2. Provide advice and guidance, including direction to online resources to enable managers and employees to resolve similar queries in future.
3. Carry out job evaluation in accordance with the relevant job evaluation scheme and local conventions, ensuring roles are benchmarked and outcomes are consistent, and conveyed within the agreed timescales.
4. Maintain accurate and up to date records of all enquiries and responses in the centralised solution, and in line with service standards.
5. Proactively manage all assigned cases, e.g., resolution (grievance, bullying & harassment), disciplinary, capability, sickness, and other activity, e.g., organisational change, job evaluation and TUPE transfers.
6. Maintain accurate and up to date records of casework and other activities, e.g., restructures and job evaluation, in the appropriate management information solution.
7. Contribute to the development and improvement of HR policy, procedure, or guidance, ensuring they are current and fit for purpose.

8. Contribute to the dissemination and/or implementation of HR policy, procedure, guidance or other activities or initiatives.
9. Contribute to HR projects and initiatives as assigned.
10. Develop effective relationships with Transactional HR colleagues to ensure a seamless service to customers and to share best practice and drive service improvements.
11. Build and maintain constructive relationships with Trade Unions.
12. Responsible for continually developing own skills and professional development to maximise personal contribution to the role and wider team.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

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.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

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.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: Good knowledge of fundamental HR policies and processes and their application in reaching a successful resolution	Application and interview
EDUCATION/QUALIFICATIONS Associate MCIPD or equivalent Evidence of ongoing personal development	Application Application

SKILLS AND ABILITIES: High level of resilience Proficiency in IT applications, including MS Teams, Word and Excel Data awareness and understanding of statistics Strong orientation towards customer experience and responsiveness	Application and interview Application Application Application and interview
EXPERIENCE: Experience of working as part of a team to deliver organisational focused outcomes Experience of providing clear and unambiguous advice on HR issues, exercising judgment and analytical skills Experience of keeping accurate records	Application and interview Application and interview Application and interview
PERSONAL STYLE AND BEHAVIOUR: Professional approach Ability to balance competing priorities and deliver to timescales Proactive approach and 'can do' attitude Ability to work collaboratively with others	Application and interview Application and interview Application and interview Application and interview
OTHER SPECIAL REQUIREMENTS: None	