

Job Description



Job Title: Senior HR Consultant	Service Area: Human Resources & Organisational Development	
Directorate: Resources	Reports to: Head of HR Advice and Consultancy	
Grade: PO6	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

Deliver high quality and consistent advice, guidance and solutions to people managers and employees across all aspects of HR policy and procedure, in line with legislative parameters and via the agreed service channels.

Provide appropriate solutions, e.g., guidance, coaching, workshops to support line managers to become effective people managers.

Responsible for a portfolio of cases, providing managers with proactive and consistent support to bring these to a resolution.

Job Summary

Manage a team within the HR Advice and Consultancy service to provide high quality and consistent advice on the application of HR policy and procedures, including complex casework and organisational change.

Co-ordinate and take responsibility for the work of the assigned team and deploy resources to deliver a responsive and flexible service that supports organisational and service priorities.

Develop and maintain HR toolkits (e.g., procedures, 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. Manage the performance and development of the assigned team to ensure managers and employees receive consistent and up to date advice, in a way that positively influences the employee's experience.
2. Deliver a professional advice and consultancy service that meets strategic objectives, and covers the employee life cycle, including resourcing, probation, induction, performance management, employee relations cases and organisational change.
3. Ensure the assigned team maintain accurate and up to date records of all casework in the centralised case management solution.
4. Provide coaching and support to the assigned team to ensure the provision of consistent advice to managers.
5. Ensure the assigned team proactively manage cases, e.g., resolution (grievance, bullying & harassment), disciplinary, capability, sickness and other activity, e.g., organisational change, job evaluation and TUPE transfers.
6. Actively monitor and learn from the application of HR policy, procedure or guidance, and recommend improvements, ensuring they are current and fit for purpose. Develop and update procedures and guidance as required.
7. Provide managers with the skills and knowledge to manage people in accordance with our core people management policies, e.g., through the creation and delivery of workshops, coaching and other initiatives.
8. Lead HR projects and initiatives as assigned.

9. Develop effective relationships with managers in business areas and with HR colleagues to share best practice and drive service improvements.
10. Ensure job evaluations are carried out in accordance with the relevant scheme and that outcomes are recorded centrally and conveyed to the manager in a timely manner.
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



Job Title: Senior HR Consultant	Service Area: Human Resources & Organisational Development	
Directorate: Resources	Reports to: Head of HR Advice and Consultancy	
Grade: PO7	Post Number: TBC	Evaluation Number: TBC
Date last updated: April 2023		

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 all aspects of employee relations	Application and interview
Knowledge of relevant employment legislation, key matters and current trends within HR	Application and interview
Good knowledge of fundamental HR policies and processes and their application in reaching a successful resolution	Application and interview
EDUCATION/QUALIFICATIONS	
MCIPD or equivalent	Application

Evidence of ongoing professional development	Application
SKILLS AND ABILITIES: High level of resilience Excellent stakeholder management 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 and interview Application Application Application and interview
EXPERIENCE: Experience of building effective relationships and working closely with managers to deliver organisational focused outcomes Experience of leading change projects in large, diverse organisations Experience of providing clear and unambiguous advice on HR issues, exercising judgment and analytical skills	Application and interview Application and interview Application and interview
PERSONAL STYLE AND BEHAVIOUR: Ability to maintain confidentiality and sensitivity in all circumstances Ability to balance completing priorities and deliver to timescales Ability to work collaboratively with others Proactive approach and 'can do' attitude	Application and interview Application and interview Application and interview Application and interview
OTHER SPECIAL REQUIREMENTS: None	