**ROLE PROFILE**

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| **Role Title:** | HR Business Partner - Operations |
| **Department:** | HR & Learning |
| **Role Purpose:** | The HR Business Partner will partner with senior managers within their customer group to influence and drive forward organisational and strategic objectives.  As a member of the HR Management Team, contribute to the development and implementation of corporate HR strategies, projects and initiatives |
| **Reporting to:** | Senior HR Business Partner |
| **Responsible for:** | Assistant HR Business Partners. |
| **Disclosure level:** | If applicable provide the DBS disclosure level for the position, e.g. Standard, Enhanced, Enhanced plus Barring Lists etc. |
| **Role Level:** | [Frontline Manager](B&S%20Framework%20Role%20Levels/2.%20Frontline%20Manager.docx) |

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| **Key Role Responsibilities** | Provide strategic and operational advice on people issues/challenges and opportunities to management teams to inform decision making.  Build management capability across customer group to develop high performing teams.  Actively support the development and implementation of strategic HR initiatives locally and across the organisation.  Working in partnership with the Head of Reward and Shared Services and Resourcing Business Partner to ensure transactional HR administration processes (including recruitment) meet the needs of the business.  Take a professional lead on a HR specialism and/or leading on the delivery of strategic HR projects/strategies and initiatives across the organisation.  Manage and empower the Assistant HR Business Partner to provide a value added, outcomes focussed generalist HR service to the business.  **Strategic & Operational Advice**  Engage proactively with the key business stakeholders in order to understand the current and future needs of the business.  Influence and contribute to achievement of strategic priorities across customer group by attendance and active contribution at senior management meetings.  Translate HR strategy into effective action plans for customer group, seeking out relevant and timely best practise solutions in order to meet business needs.  Providing a Business Partner service to Senior Management Teams, Operations and frontline managers.  Monitor and report on employee relations activity (disciplinary, grievance, absence and capability) across customer group – managing complex cases. Ensuring preferred outcomes are established, risks managed and a focus on informal or early resolution is maintained.  Use mediation or facilitation skills in resolving issues informally, where required.  Work with legal advisors to provide a robust response to employment tribunal claims.  Managing change processes across the customer group including restructures, TUPE, business transformation and rationalisation processes.  Analyse and interrogate management information – identifying trends/issues, working with customers to develop actions in response to ensure achievement of KPIs.  Develop local resourcing strategies and workforce plans; developing innovative attraction and selection processes to meet business needs.  Design, develop and deliver management development workshops and training both across customer group and across the organisation, working with the talent development team where appropriate; to develop management confidence and capability in managing people.  Coach Managers in developing their own people management skills.  Identify L&D needs across customer group to inform talent management, succession planning and team development needs; working with the HR & Learning Development team to ensure appropriate solutions are developed.  Develop and deliver team development programmes; working with the HR & Learning Development team where appropriate.  Develop HR colleagues through coaching, mentoring and job shadowing as appropriate.  **General**  Lead the development or review of current practice HR policy, procedure or guidance within HR Specialism.  Lead on specific HR projects as identified by the Head of HR & Learning.  Manage direct reports to deliver high quality outcomes focussed generalist HR service.  Ensure that all HR policies and procedures are fully implemented within their customer group, addressing any inconsistencies between policy and practice.  Maintain close links with the HR Shared Services team, ensuring that they are aware of any relevant issues or concerns in their area, and working with them at all times to improve the service provided to managers and staff.  Maintain strong links with the wider HR function providing feedback, advice and constructive support to delivery of the people/HR strategy.  Monitor budget for area of responsibility; reporting any variances or issues to Head of HR & Learning.  The post holder will carry out any additional duties commensurate with the grade and nature of this role. |

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| **Education, Qualifications and Training** | Degree qualified in relevant subject or equivalent experience.  MCIPD or equivalent level of experience.  Numeracy and literacy equivalent to GCSE grade C or above.  Evidence of continuous professional development.  Proficient in MS Office. |
| **Knowledge and Experience** | Strong knowledge of employment law and caselaw.  Strong knowledge of HR best practice.  Working knowledge of employment tribunal processes.  Working knowledge of Housing or social care sectors.  Experienced in the development of high performing teams and coaching managers in developing their people management skills.  Able to develop HR strategy and policy; as well as design, develop and deliver key strategic HR projects across the organisation.  Substantial proven experience in a generalist role that includes; advising on complex employee relations issues, managing absence, developing resourcing strategies and interpreting employment legislation/caselaw.  Proven experience of proactively partnering with senior managers to influence operational service delivery and building high performing teams ideally gained within the social care or housing sectors.  Substantial experience of managing change including restructures and TUPE.  Experience of managing people.  Experience of managing projects |
| **Role Specific Skills & Behaviours** | Ability to provide high quality, outcomes/solution focused advice.  A proactive, can-do customer focussed attitude.  High degree of personal credibility. Able to develop and sustain positive working relationships across the organisation  Strong professional credibility, able to develop the confidence of stakeholders.  Able to communicate and present sensitive or complex information in a clear and easily understood format.  Able to build and sustain positive working relationships.  Approachable, proactive can do customer focused attitude.  Proven skills in helping to deliver effective organizational change.  Analytical, sound judgment and decision making.  Able to influence and persuade managers at all levels.  Able to manage an intense workload of competing priorities.  Proactive and able to use own initiative, operating with limited guidance.  Proven Mediation, facilitation and coaching skills.  Demonstrable commitment to listening to and valuing diverse views, particularly those of people who are often marginalized  Demonstrable leadership and Management skills |