

Role Profile

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| Role Title: | HR Business Partner |
| Department: | People Services |
| Role Purpose: | <p>To partner with senior managers within your customer group to influence and drive forward organisational and strategic objectives, coach managers to develop their people management skills to develop high performing teams. As a member of the HR Management Team, the HR Business Partner will also contribute to the development and implementation of corporate HR strategies, projects and initiatives, and policy design.</p> <p>The HR Business Partner will be required to provide high quality, outcomes and solution focused advice, and will have strong knowledge of employment law and caselaw; coupled with a proactive, can-do customer focused attitude.</p> |
| Reporting to: | Director of HR Operations |
| Disclosure level: | NA |
| Role Level: | <u>Frontline Manager</u> |

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| Key Role Responsibilities | <p><u>Strategic & Operational Advice</u></p> <ul style="list-style-type: none"> • Engage proactively with the key business stakeholders in order to understand the current and future needs of the business. • Provide strategic and operational advice on people issues/challenges and opportunities to management teams to inform decision making. • Influence and contribute to achievement of strategic priorities across customer group by attendance and active contribution at management meetings. • Translate HR strategy into effective action plans for customer group, seeking out relevant and timely best practice solutions in order to meet business needs. • Actively support the development and implementation of strategic HR initiatives locally and across the organisation. • 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 |
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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.
- Support the Talent Team to develop local resourcing strategies and workforce plans; developing innovative attraction and selection processes to meet business needs.

Building management and employee capability

- Design, develop and deliver management development workshops and training both across customer group and across the organisation, working with the Talent team where appropriate; to develop of 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 Talent team to ensure appropriate solutions are developed.
- Develop and deliver team development programmes; working with the Talent team where appropriate.
- Develop HR colleagues through coaching, mentoring and job shadowing as appropriate.

General

- Negotiate and manage service contracts in line with procurement guidelines and KPI's to achieve best value and service provision in line with organisational values. Contracts include Occupational Health, employee assistance programme and benefits providers.
- Lead the development or review of current practice HR policy, procedure or guidance within HR Specialism.
- Take a professional lead on a HR specialism and/or leading on the delivery of strategic HR projects/strategies and initiatives across the organisation.
- Ensure that all HR policies and procedures are fully implemented within their customer group, addressing any inconsistencies between policy and practice.
- Work in partnership with the HR Life Events Team Leader to ensure transactional HR administration processes (including recruitment) meet the needs of the business.
- Maintain close links with the HR Life Events team, ensuring that they are aware

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| | <p>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.</p> <ul style="list-style-type: none"> • Maintain strong links with the wider People Service teams 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 Director of HR Operations. • The post holder will carry out any additional duties commensurate with the grade and nature of this role. |
| <p>Education, Qualifications and Training</p> | <ul style="list-style-type: none"> • 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. |
| <p>Knowledge and Experience</p> | <ul style="list-style-type: none"> • Strong up to date working knowledge of employment law and case law. • Strong knowledge of HR best practice. • Working knowledge of employment tribunal processes. • Working knowledge of Housing or social care sectors. • Substantial proven experience in a generalist role that includes; advising on complex employee relations issues, managing absence, developing resourcing strategies and interpreting employment legislation/case law. • 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. • Experience of delivering a successful consultancy based business partnering service. • Substantial experience of managing change including restructures and TUPE. |
| <p>Role Specific Skills & Behaviours</p> | <ul style="list-style-type: none"> • 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. |

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| | <ul style="list-style-type: none">• 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. |
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