

<b>Role Title</b>	<b>Senior Human Resources Advisor</b>
<b>Directorate</b>	<b>Operations</b>
<b>Location</b>	<b>Waltham Forest Town Hall</b>
<b>Scale</b>	<b>PO4</b>
<p><b>Purpose</b></p> <p>To manage the provision and development of an efficient and effective service across the Human Resources operational service area.</p> <p>To be a lead practitioner on complex casework, change management and policy development within the Human Resources remit.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Plan and deliver the services required in the area of responsibility, ensuring compliance with all internal and external standards.	<p>Service objectives for area of responsibility are developed in agreement with line manager.</p> <p>Progress against objectives is effectively monitored and delivered.</p> <p>All relevant legislation, policies and procedures are implemented and complied with.</p>
Ensure the development and delivery of continuous improvements in all aspects of the service.	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
Identify additional service requirements or service shortfalls and recommend innovative solutions. Lead initiatives to improve business processes and performance. Design and deliver policies and procedures in area of expertise.	<p>Improvements are developed and delivered effectively.</p> <p>Quality of service is enhanced.</p> <p>Policies can be translated into clear, achievable delivery objectives.</p> <p>Stakeholder requirements are met.</p>
Assist in the management of staff.	<p>Assist to ensure that the team is competent, effective and motivated.</p> <p>Assist in delegating work and ensuring that it is delivered to the required standards.</p> <p>Assisting in ensuring that HR processes are completed to the required standards and timescales.</p>
Manage projects, within the specialist field and control allocated resources.	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p>

<p>Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Customer/service queries are responded to and resolved.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
<p>Oversee the organisation and maintenance of records and documents using the appropriate council process / system.</p>	<p>Received documents, applications, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date and secure.</p>
<p>Ensure database/s is maintained, and reports generated for management information.</p>	<p>Reports are accurate, timely, complete and help inform service delivery.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and minimises risk to health and wellbeing.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>

<b>Job Specific Accountabilities:</b>	
<p>To assist in planning, directing, and coordinating activities to manage and implement HR projects from proposal or initiation to final implementation stage.</p>	<p>Projects and Programmes deliver all required outputs and outcomes to relevant quality standards within agreed timescales across the Human Resources function.</p> <p>Will drive forward the Council's recruitment and retention strategy, reducing agency usage.</p>
<p>Actively engage with stakeholders and partners ensuring organisational commitment to the delivery of HR projects including Change Management, and other HR projects through the use of effective influencing skills.</p>	<p>Good working relationships are established, fostered and sustained.</p> <p>Stakeholders are engaged in the design, development and delivery of the projects.</p> <p>Management Board, Senior Managers and stakeholders express high levels of satisfaction with the function.</p>
<p>Develop robust governance</p>	<p>Projects are established and delivered using the Waltham</p>

frameworks for change management projects and HR programmes.	Forest Programme and Project Frameworks. All necessary programme and project documentation that detail the outputs and outcomes are completed as required.
Develop Human Resources policies and procedures in line with best practice.	How to guides are reviewed in line with changes in legislation, best practice and SAP functionality. Links on the Council's website are functioning correctly and appropriately. The policy timetable is implemented. Council practice reflects best practice, and learning from the Human Resources discipline.
Investigate; resolve complex or high profile employee relations issues, providing a responsive HR service that meets customer needs.	Complex and/or high profile employee relations issues are managed to a satisfactory conclusion. Participation in dismissal, appeal, and fairness at work appeal panels that adds value to the process, ensuring that the Council's legal obligations are met.

<b>Nature of Contacts</b>
<p>Key contacts are Management Board members, senior managers and council staff.</p> <p>Will also liaise with and/or advise other senior members of staff and other key stakeholders regarding service development, issues, problems and processes.</p> <p>May involve direct contact with external stakeholders and partners.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Member of the department's management team.</p>

<b>Procedural Context</b>
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p>

<b>Resourcing</b>
<p>Budget Responsibilities: n/a.</p> <p>Supervisory Responsibilities: nil.</p>

<b>Competency Level: Principal Officer</b>
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### **Knowledge, Skills and Experience**

- Excellent knowledge of service provided in own area and awareness of wider Council activities.
- Ability to build effective working relationships, and influence a wide range of people including politicians, senior managers, external partners and members of the public.
- Excellent verbal and written communication skills.
- Excellent social media skills.
- Ability to work in a context of complexity and ambiguity and deal with conflicting demands.
- Highly developed organisational and planning skills and the ability to work independently.
- Experience of effectively managing, supervising and developing staff.
- Good working knowledge of relevant processes and systems and excellent awareness of policy and procedure framework.
- Excellent knowledge of Microsoft Office applications and, where appropriate, service-specific systems such as SAP.

### **Indicative Qualifications**

Educated to degree level or equivalent.

CIPD Qualified (Working to Level 2 of the CIPD Professional Map)

*The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.*