

Role Title	HR Advisor
Directorate / Business Hub	Chief Executive
Grade	SO2 to PO1
SAP Position Number	
Date Revised	February 2022
<p>Purpose</p> <ol style="list-style-type: none"> 1. Responsible for providing specialist advice and instruction to managers who are leading the resolution of employee relations issues including advising managers in handling employee non-compliance and assisting in consultation exercises. 2. Provide support and coaching to managers in understanding employee relations policies and practices, ensuring understanding of compliance imperatives and promote the HR IT portal to facilitate self-service. 3. To provide effective and responsive HR service, covering a broad range of problems and issues to meet customer needs and deliver the overall objectives of the Council. 4. To provide accurate and appropriate advice based on a full understanding of employment law, the Council's managing people framework and related policies and procedures usually operating within well-established professional procedures and guidance, however, innovatory thinking will be required in some aspects of the position as no two cases are the same. 	
<i>Generic Accountabilities</i>	<i>End Results/ Outcomes</i>
Manage responses to complex professional to sensitive issues within the Employee Relations advice team.	<p>Provide expert opinion, advice, support and interpretation on all aspects of the area of responsibility, including decisions about employees.</p> <p>Issues are managed through to a satisfactory conclusion ensuring there is no risk to the Council.</p>
<p>Ensure excellent service delivery to a complex/diverse service area.</p> <p>Leads operational activities within the service area and ensure lawful and professional standards are delivered at all times.</p>	<p>The service is delivered to the agreed quality meeting relevant professional and legislative standards.</p> <p>Delivery is informed by internal client and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Service delivers excellent customer service.</p>
Ensure the development and delivery of continuous improvement in all aspects of the service.	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are identified and positively addressed.</p>

Ensure the successful planning and implementation of policies and	Policies and procedures are up to date in line with current employment legislative changes
practices.	Communicate changes and provide guidance on changes to new policies and procedures to ensure consistency throughout the Council.
Deliver a Range of HR Projects on an adhoc basis. Managing ongoing projects as required of the HR Service.	<p>Responsibility for the daily running of the Councils Agency Contract (currently with Matrix)</p> <p>Managing the Staff Benefits for Council Employees</p> <p>Taking Ownership for the Council redeployment procedure and day to day running to ensure the Council keeps redundancies to a minimum.</p> <p>Responsibility for the Councils Chief Officer recruitment to ensure smooth recruitment process in line with staffing committee procedures.</p>
To manage a case load covering all areas of Employee Relations including Conduct, Capability, Sickness, Grievance, Change Management & Ill Health.	<p>To provide support/advice for Investigations, Hearings and Appeals under each of the Employee Relations areas.</p> <p>To ensure that Employee relation cases are investigated to the standard set in the Procedures. Support management at all levels including up to Chief Officer level.</p> <p>Providing the expert advice in cases taking into consideration the legal impact on decisions. Understanding the impact, the decision could have on individuals concerned and the Council.</p>
Run reports from the councils SAP system for managing information. Providing advice to Senior Management on improvements that can be made to the time taken for case management.	Interpret and present management information to inform the delivery and continuous improvement of services and contribute to the development of new services and innovative working practices.
Assist with the development and delivery of HR and OD initiatives such as learning and development plans, performance management and delivery of bespoke workshops for managers at all levels.	Managers are equipped with up-to-date knowledge of employee relations policies and procedures to contribute to a competent manager as per the managing standards and competency framework and to ensure we enable and promote a selfsufficient manager
<i>Job Specific Accountabilities: (These accountabilities are likely to be service specific linked to the role)</i>	

<p>Lead the practice of HR strategies, policies and procedures that sustain and enhance the Council's end-to-end employment relationship (or "lifecycle") with its workers.</p>	<p>HR strategies, policies and procedures are explicitly aligned with Council priorities and business needs, including:</p> <ul style="list-style-type: none"> ☐ Employee Relations matters e.g Disciplinary, Fairness at Work, Absences ☐ Performance Management
<p></p>	<ul style="list-style-type: none"> ☐ Employment legislation ☐ HR policies and procedures ☐ National & Local conditions of service ☐ Recruitment ☐ Job Evaluation ☐ Change Management <p>Participation and attendance at meetings: including informal and formal meetings: ○ including - investigations; FAW; performance management, disciplinary hearings, appeals and all other meetings in relation to the HR workstreams ensuring that value is added to the process.</p>
<p>Provide support to projects and programmes initiated by or impacting on the Council.</p>	<p>Successfully work to deliver RWF or other corporate initiatives, delivering agreed benefits, on time.</p> <p>Positively contributing HR expertise to the success of corporate and service-based projects and programmes.</p>
<p>Represent the Council effectively</p>	<p>HR representation and contribution to external bodies is sustained.</p>
<p>Develop and maintain stakeholder relationships. Ensure the function has a positive and effective relationship with members, Management Board, Council services and other stakeholders.</p>	<p>Good working relationships are established, fostered and sustained.</p> <p>The service is improved through learning from feedback, including learning from complaints.</p>
<p>Advise on casework and disputes resolution offering a range of solutions and interventions to facilitate early and effective resolution to issues.</p>	<p>Having the discretion and knowledge to advise on swift resolutions where an agreed outcome could be an appropriate action. Using experience and knowledge to advise on the options available and the effect each action will have.</p>

Participate in Recruitment Assessment Centres	To ensure we get the right managers to deliver the WF priorities for our residents by testing the necessary skills for the posts they are appointed to as per the Council's leadership development built around behavioural competencies.
Have full working knowledge and experience of the Council computerised HR systems i.e., Oracle and being able to produce reports.	Where appropriate to train on elements of the HR SAP systems. Be involved in writing test scripts and testing changes to the HR Oracle System. Updated system to ensure consistency in recording accurate data and information
Using management information to monitor the employee relations and effectiveness of people management and assist with the preparation of reports for management use and to contribute to corporate monitoring.	Where appropriate attend DMT meetings to provide advice on management information provided such as sickness levels and casework management. Issues are identified and resolutions put in place to reduce sickness within the Council and enable savings targets to be achieved.

Nature of Contacts

Contact with Members, Management Board, Directors and Heads of Service, and representatives from external organisations in both the public and private sector and Trades Unions.

Responsible for managing confidential, challenging sensitive situations and issues, including matters with legal, reputational and organisational implications.

Interaction with others and the ability to successfully influence and motivate are fundamental to this role.

Procedural Context

To undertake your role in line with Standards, Behaviours, objectives and Service Level agreement.

Professionally accountable within area of responsibility. Manage issues within a framework of policy and procedures. Exercises professional judgement in assessing risk and quality assurance of service.

Creative and innovative problem solving of HR issues, exercise some degree of judgement in relation to risks outside the remit of existing policy.

Work with a range of agencies and extended services to meet strategic, legislative and policy requirements.

Career Grade Requirement

In order to be career graded to a PO1 level:

- ***HR Adviser should be operating at an excellent level consistently for 6 months in line with HR Standards and Expectations.***
- ***Leading on organisational changes and all areas of HR work effectively***

Resourcing:

Laptop

Staff Management

No Direct management but joint responsibility to provide on the Job training to the HR Assistant/Apprentice in the HR service.

Budgetary responsibilities

N/A

Competency Level:

Knowledge, Skills and Experience

Demonstrable record of achievement in developing and sustaining HR strategies, policies and change within the scope of this role, including (but not exclusively):

- Employee Relations matters e.g Disciplinary, Fairness at Work, Absences
- Performance Management
- Employment legislation
- HR policies and procedures
- National & Local conditions of service
- Recruitment
- Job Evaluation
- Change Management

Understanding of relevant contemporary legislation and case law that underpins the development of Council HR strategies and policies.

Demonstrates a consistent and strong bias to action, taking accountability for delivery of results both personally and/or with others. Actively plans, prioritises and monitors performance, holding other accountable for delivery.

Experience of writing and or reviewing management reports that will be used for hearings, appeals and ET's.

Ability to build relationships influence and engage successfully with colleagues, partners and clients in complex and sensitive situations to gain the necessary commitment, consensus and support from a wide range of diverse stakeholders to meet Council objectives.

Good research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose problems/issues / requirements and develop solutions.

Initiative and strategic awareness demonstrated in problem solving and decision making.

Excellent time management skills to manage workload prioritise and set deadlines and cope with conflicting and changing demands in a high-pressure environment.

Excellent communication (written and oral), presentation and inter-personal skills.

Good ICT skills - both standard Microsoft applications and specialist systems.

Demonstrable professional and personal commitment to the Council's Equal Opportunities Policy and its practical application within the scope of this role.

Good understanding of HR practice and policy in a large public sector organisation

Has the confidence to speak up, challenge others even when confronted with resistance or unfamiliar circumstances.

Ability to demonstrate commitment to improving the services provided to the staff and community of Waltham Forest.

Ability to work corporately, supportively and with maximum flexibility within the overall HR team.

Ability to ensure services offer value for money and meet set KPI's and SLA's.

An awareness of contemporary issues facing Local Government.

Ability to gather, collate and produce high quality reports for managers.

Indicative Qualifications

Ability to communicate at degree level in English.

CIPD qualified, with evidence on CPD and/or significant evidence of working at Band 2 of the CIPD Professional Map:

Driven to deliver; Courage to challenge; Personally credible; Skilled influencer; Decisive thinker; Collaborative Role model and Curious.

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.