



Job Description & Person Specification

Date Evaluated :

JOB TITLE

HR Business Partner

POST NUMBER

GRADE

POF

JOB FAMILY

CRB/ISA REQUIREMENTS

None

GROUP

Service Area (TBC)

SERVICE

HR

SUPERVISED BY

Head of HR

SUPERVISION EXERCISED

**Directly: 3
Indirectly: 0**

CONTACTS

Internal: Service Managers,
HR and staff, colleagues in all departments.

External: Colleagues in other local
authorities, trades unions HMRC
representatives, external auditors, pensions
providers, government department
representatives

Job Description

JOB PURPOSE

To lead on the implementation of the HR Strategy for the defined service area, ensuring that any changes are made in line with the specific requirements of the service area. To lead a team of HR Advisors ensuring that a full HR advisory service is provided and to manage the delivery of the specialist functional areas of HR into the service area.

MAIN DUTIES AND RESPONSIBILITIES

- Working with the service area leadership team, ensure that the HR Strategy for the business is understood and that any changes to reflect the needs of the service area are agreed and defined
- In conjunction with service area leadership teams, identify people priorities from service area plans, translating business requirements into effective HR practices and delivering people solutions aligned to business objectives
- Delivering key HR initiatives across the HR spectrum, including workforce planning, restructuring, resourcing, talent management, pay and reward, employee relations, employee engagement and performance management
- Ensure that the specialist HR functions are delivering on the defined service level agreements (SLA's) escalating any variances as appropriate and giving recognition for quality delivery
- Lead and develop the HR Advisors ensuring they reach their full potential
- Enforce best practice across aspects of HR within the team and into the service area, with constructive challenge where required
- In conjunction with the HR Advisors work closely with the Senior Leadership team and line management providing guidance on a variety of HR matters
- Ensure that the HR procedures/policies are implemented to support the delivery of the business strategy
- Provide regular reporting and analysis of trends against the HR Key Performance Indicators (KPI's) for the service area, taking proactive steps to address any variances
- Introduce and drive change management initiatives working in collaboration with service area leadership team
- Ensure that all issues with the provision of HR specialist services are escalated in a timely manner and monitor the delivery against the service level agreements
- Ensure that all recruitment and resourcing service for the service area is well planned and executed, with an excellent candidate experience which attracts the highest level of talent
- Oversee investigations and complex employee relations for the service area including redundancy, discipline, absence and grievances
- Build and maintain effective working relationships with the recognised Trade Union to maintain a positive working environment
- Ensure all outcomes and advice in line with equality and diversity and support the achievement of Council equality standards.

- Ensure there is effective internal communications across the service area working in collaboration with the internal communications lead
- In conjunction with the learning and development function, ensure that the services provided meet the current and future demands of the business
- Supporting line managers with identifying training and development needs for their people and helping them to create plans to address the gaps.
- Lead the service area to create their talent and succession plans
- Provide effective coaching for line managers within the service area

Continued Professional Development

To continue to develop HR and general business skills, through networking, attendance at external events, training and general continuous professional development.

• Person Specification

HR Business Partner

This person specification will be used for recruitment to the HR Business Partner vacancies in LBH. It will form the basis of the application form, and candidates will be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
CIPD Level 7 or equivalent by experience	✓	
Evidence of CPD	✓	
Recognised Management qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service which may include some working outside of usual office hours e.g committee meeting	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of operating as an HR Business Partner in a customer facing organisation	✓	
Senior level experience within HR in a generalist role	✓	
Experience of managing effective transformational change and delivering the benefits	✓	
Experience of working with trade unions		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Generalist HR knowledge and skills across the full employee lifecycle	✓	
Ability to use structured change management techniques	✓	
Excellent communication skills, including oral ,written and presenting skills	✓	
Highly analytical with ability to use data to propose solutions	✓	
Highly organised and structured approach to work	✓	
Excellent relationship builder, and able to manage stakeholders effectively through influencing and communication skills	✓	
5. COMPETENCES	ESSENTIAL	DESIRABLE
Leadership		
Residents and Community Focus		
Putting Our Residents First'. Promotes excellent customer service. Uses	✓	

<p>resident and customer feedback & intelligence to improve service delivery and customer satisfaction.</p> <p>Acts as an ambassador for the London Borough of Hillingdon in all contacts with residents and customers. Promotes the use of resident feedback to improve team service delivery and customer satisfaction. Is objective and accountable.</p> <p>Understands Local Government. Displays understanding of local democracy and political decision-making processes. Applies decision- making in line with Scheme of Delegation.</p>		
<p>Accountability and Delivery</p> <p>Sets team objectives, supports, monitors and appraises performance standards using agreed performance and productivity systems. Stays focused and meets deadlines. Does not procrastinate when addressing poor performance.</p> <p>Effectively manages allocated budget using appropriate financial tools. Ensures budget monitoring and forecasting is completed within budgetary cycles.</p> <p>Builds effective networks with colleagues and promotes cross-functional working within team.</p>	✓	
<p>Inspirational Leadership</p> <p>Cascades essential communications and information to team.</p> <p>Communicates clearly both verbally and in writing and embraces different communication media.</p> <p>Proactively develops own management practice and leadership awareness. Displays personal commitment to team. Clarifies roles and responsibilities. Supports staff health and wellbeing.</p> <p>Encourages other to grow. Provides learning and development opportunities for others.</p>	✓	
<p>Drives Change and Improvement</p> <p>Identifies opportunities for continuous service improvement. Ability to make processes both more effective and efficient. Convinces others to adopt improved processes.</p> <p>Solution focused, willing to try new things, admits and learns from own mistakes and encourages others to learn from their own.</p> <p>Supports others through change and manages service improvements.</p> <p>Understands the process of change and encourages others through the change cycle. Identifies anxieties and provides reassurance.</p>	✓	