

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DIRECTORATE Resources	SECTION Human Resources & Organisational Development
POST DESIGNATION (TITLE) Senior HR Adviser	GRADE PO4

Purpose of Job:

To be responsible to Human Resources Manager for:

- Within HR Advisory Services, the Senior HR Adviser will act as the HR link officer for one of the Council's Directorates (either in 'Social Care & Schools' or 'Corporate & Investigations'), delivering effective, professional, and customer-focussed HR advice and interventions to support the delivery of the Directorate's or group of schools' aims and objectives, in line with Royal Borough of Greenwich (RBG) requirements.
- The Senior HR Adviser will be a key adviser to directorate Heads of Service and Service managers in the Council or to Headteachers and school managers in schools and will support the HR Manager in providing advice to relevant directors in the Council or to Headteachers and Governing Bodies in schools.
- To provide effective operational HR advice to Directorates and schools, undertake a range of casework, change projects and employee relations projects that add value, are legally compliant, in line with HR Policy and best practice, and delivered within agreed timescales.
- To coach and influence managers, helping to build their capability in delivering appropriate responses to the full range of employee relations casework and change management interventions to ensure their people management and business outcomes are achieved.
- Contribute to the development and implementation of HR policies and Workforce Development initiatives.

Supervises up to 2 staff.

Main Duties:

1. To supervise a group of junior staff (e.g., HR Advisers, HR Officers, HR Assistants and Apprentices) and support their development, thereby helping to improve capability within the team to better meet the current and future requirements of HR Advisory Services; and support the process of familiarising and inducting new colleagues into HR & OD as appropriate.
2. Deliver high quality professional HR advice and timely intervention on a wide range of employee relations matters to Headteachers, service managers and Heads of Service, and assist the HR Manager to provide advice to Assistant Directors (as appropriate) and Governing Bodies in schools.
3. Provide high quality advice and guidance to service managers when conducting service re-organisations/restructures; ensure all necessary pre-consultation activity is completed prior to commencing; ensure the re-organisation is conducted in a timely manner and in compliance with Council policies, escalating issues to the HR Manager in a timely manner.
4. Work in a manner that ensures compliance with the Council's internal policies and procedures (including, customer care, financial regulations, and procurement) and relevant employment legislation (including, data protection, health & safety, and equality); and undertake all duties in a way that reflects the RBG Human Resources values.
5. Undertake work in a customer-focussed way, and in a manner that ensures all personal objectives (as agreed by the HR Manager) and team performance targets are achieved; ensure timely escalation of issues to the HR Manager or Senior HR Manager; and ensure effective planning and organising of work and case load.
6. Accurately record and update casework logs in line with agreed timescales; document casework correspondence and information; ensure all employee-related information is handled, processed and stored properly in line with data protection principles, 'personnel filing' protocol, council agreed retention periods, and other HR & OD storage requirements.
7. Proactive and effective support and advice to managers, helping to reduce service sickness absence levels; ensure compliance with council procedures – e.g., reporting of absence, timely OH referrals, timely escalation through stages, and quick turn-around of reasonable adjustment requirements – escalating instances of non-compliance in a timely / effective way.
8. Utilise system reporting tools to write reports and work with Data Insight and Support colleagues (as appropriate) to obtain and help analyse reports to highlight trends and patterns in casework to departments and Service Areas; and propose solutions that demonstrate good understanding of services and their challenges.
9. Support the development of the Council's HR policies and procedures, by working in project groups as appropriate and sharing insights gained from practical and operational implementation of such policies across Service Areas. Ensure effective and consistent application of policies, referring more complex matters to the HR Manager for assistance.

10. Help service managers to manage their teams effectively, by identifying learning / skills gaps; working with Workforce Development colleagues, helping to develop solutions to build the capability of managers; and participate, as appropriate, in relevant learning events (e.g., delivering workshops etc.).
11. Help to promote, and undertake work in line with, the Council's equality, diversity and inclusion agenda; deliver services in an inclusive and non-discriminatory way that embraces diversity. Work with service managers to ensure equality, diversity and inclusion are embedded across policies and operational practices and activities.
12. Work closely with service managers and the HR Manager, helping to develop and maintain effective working relations with the Trade Unions (TUs) and as appropriate, support consultations and negotiations (some complex and mildly contentious) - on service workforce matters (including re-organisations and local terms and conditions) to achieve operational effectiveness for departments.
13. Lead on casework (sometimes complex), ensuring that grievance, disciplinary, performance and absence management cases are managed in line with current HR policies, best practice HR and employment case law, and in a way that enables and ensures service managers / investigating officers resolve cases within agreed timescales.
14. Provide effective HR advice and guidance at disciplinary and sickness absence hearings and appeals, working professionally with the hearing officer to ensure they are conducted fairly, in line with council policies and procedures; and ensure that the outcomes are sound, evidence-based, and consistent with other decisions across the organisation.
15. Support the job evaluation assessment and moderation process; as required, undertake job evaluations in a professional manner, ensuring that the outcomes are sound, that they fully reflect the Council's conventions and will stand up to audit scrutiny.
16. Develop collaborative and dynamic working relationships with directorate managers and with other teams/colleagues in Legal Services and HR & OD (including, Workforce Development; Resourcing; Policy, Projects & Strategy; and Data Systems Quality & Assurance) to ensure services are relevant, effective and 'joined-up'. Ensure learning and insight experiences from legal matters is shared with peers and junior staff and applied in everyday jobs.
17. Meet regularly with service managers and attend SMTs; attend DMTs when required by the HR Manager; work with the Data Insight & Support team to ensure accurate and up to date management information is provided for DMTs in a timely manner and assist in analysing management information. Contribute, as required, to relevant periodic reporting.
18. Agree appropriate timescales with department managers and investigation officers, working to ensure that investigations are commenced, conducted, and completed effectively and on time, and in line with council/school policies; also ensuring that investigation outcome reports and decisions are of a high standard and are fit for purpose.
19. Attend Employment Tribunal proceedings when required; provide timely and effective support and intervention in the process of compiling evidence (including witness statements) to support the Council's case / defence; this includes timely and appropriate escalations in cases of non-compliance or on identifying serious concerns.

20. Effectively assess and discuss “people” implications relating to organisational change with service managers, e.g., staff in scope, and staff at risk, staff displaced, changes to job profiles and the way work is undertaken, potential recruitment requirements, learning and development implications, and others (including a range of employee relations matters).
21. Deliver accurate and effective HR advice and intervention that meets service and Directorate needs whilst adopting a one-HR & OD / one-Council approach to work; and provide effective cover for other Senior HR Advisers and colleagues across HR & OD, as appropriate in their absence.
22. In a timely and effective manner, engage and consult stakeholders from Resources, Workforce Development, Data Systems Quality & Assurance, Policy, Projects & Strategy, Payroll & Pensions and Organisational Maintenance when undertaking projects that may impact on their work – e.g., re-organisations, TUPE processes, redundancies, variation of contracts etc. Liaise with Payroll and Pensions, as required to help progress HR issues.
23. Take personal responsibility for ensuring knowledge, skills and on-going continuing professional development is kept up to date to reflect changes in employment law and practice.
24. To contribute to the overall effectiveness of the HR & OD service; deputise for the HR Manager; and undertake appropriate additional duties, not listed above, but as may be allocated from time to time, and as delegated by the HR Manager and Senior HR Manager.

General:

- To undertake any other work appropriate to the level and general nature of the post’s duties.
- Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council’s Apprentice Levy funding.
- To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council’s Equal Opportunities and Customer Care policies.
- To perform all duties in line with Council’s staff values showing commitment to improving resident’s lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.”

- To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- This post does not require a DBS
- To undertake supervision/management of staff as and when required.
- You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-holder normally reports to:
Human Resources Manager

Person Specification

Job Title	Senior HR Adviser
Grade	PO4
Service/Section	Human Resources & Organisational Development
Directorate	Resources

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
<ul style="list-style-type: none"> • CIPD qualified/part qualified or a minimum of two year's relevant experience. 	E
<ul style="list-style-type: none"> • Good knowledge and understanding of human resources best practice in industrial and employee relations coupled with a thorough understanding of the practical application of current and upcoming employment law. 	E
<ul style="list-style-type: none"> • Good knowledge and understanding of the Public Sector environment and the context in which it operates. 	D
<ul style="list-style-type: none"> • In-depth knowledge and understanding of the Employment Tribunal Service and associated services (e.g., ACAS) 	D
<ul style="list-style-type: none"> • Knowledge and understanding of key human resources processes such as payroll and pensions, human resources information systems and recruitment. 	E
Skills and Abilities	
<ul style="list-style-type: none"> • Excellent written and oral communication and presentation skills 	E
<ul style="list-style-type: none"> • Excellent planning and organising skills, with demonstrable ability to prioritise work. 	E
<ul style="list-style-type: none"> • Strong interpersonal, influencing and negotiation skills; resilience and the ability to work effectively with people at all levels within an organisation 	E
<ul style="list-style-type: none"> • Ability to work with computerised information systems. 	E

Experience	
<ul style="list-style-type: none"> • Experience of the management of complex casework including re-organisations and TUPE. • Experience of working collaboratively with managers, employees, and trades unions to achieve staffing-related service delivery improvements. • Experience of advising managers at hearings, (e.g., disciplinary and absence management). • Significant experience in Employee Relations, and good knowledge of other HR areas, e.g., recruitment, learning and development, HR policy and HR systems. • Previous experience of providing HR advice to school leaders/key stakeholders in an education setting (e.g., schools/academies etc.). 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p>
Equal Opportunities	
<ul style="list-style-type: none"> • Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post. • Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post. 	<p>E</p> <p>E</p>