

Role profile: Service Manager (deliverer and provider) HC11
Job title: HR/OD Business Partner
ROLE PURPOSE:

To partner senior leaders in a designated service area, advising on people-related decisions and delivering innovative solutions to complex problems.

To lead on the delivery of employee relations and OD initiatives across the council to achieve the aims of the organisation within the context of broader partnership working across Herefordshire.

To develop a good understanding of the employee relations' and OD needs for the business and design and deliver strategies and solutions.

ACCOUNTABILITIES SPECIFIC TO THIS ROLE

1. Manage a small team of HR/OD advisers to deliver an excellent employee relations service to the council.
2. Lead the development and delivery of a suite of tools to support managers ensuring all policies, procedures and guidelines are up to date, user friendly and easily accessible.
3. Lead the delivery of all HR casework for the appropriate directorates including all grievance, disciplinary, absence and performance management, personally handling complex cases all the way to tribunal if required
4. Support the Assistant Directorate, People to deliver council wide ER and OD initiatives.
5. Ensure all council policies and procedures comply with employment law and HR/OD best practice and support managers to make good business and people decisions.
6. Support a culture of continuous improvement and learning that delivers results through organisational, process and people development.
7. Mentor, motivate, inspire and coach managers to develop good people management behaviours and skills.
8. Work in partnership with HR/OD colleagues to ensure managers are supported to effectively manage any HR casework issues in a timely manner, maintaining accurate records in accordance with council procedures.
9. Oversee the delivery of relevant programmes and projects such as health and wellbeing, communications, including liaison with wider council services where appropriate, including communications, HR, ICT, governance, procurement, property and finance.
10. Work collaboratively with trade unions and staff representatives.
11. Support the leadership and management of the council in its collaborative relationship with third parties/partners and wider stakeholders both inside and outside of the council.
12. Attend formal and informal meetings with members as required
13. Undertake any project work required ensuring the council's standards for projects and good governance are maintained at all times.
14. Collaborate with the OD business partner to deliver OD priorities such as training, culture change, engagement, performance improvement and workforce planning.
15. Represent the Assistant Director, People internally and externally when required.
16. Help make Herefordshire Council a great place to work.

Responsibilities and behaviours

1. Lead the service area(s) to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire.
2. Plan, manage and monitor the use of available financial, physical and human resources,

Skills, knowledge and experience

- Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations.
- Qualified in area of professional expertise.
- Track record of effective service delivery in a public service environment.

<p>making efficiency savings as required.</p> <ol style="list-style-type: none"> 3. Co-ordinate and integrate council resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards. 4. Identify customer requirements to inform service specifications and the delivery of locality-based customer focused outcomes. 5. Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area. 6. Identify better ways of doing things and make recommendations for wider improvements to policies, systems, practices and procedures. 7. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements. 8. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance. 9. Establish and maintain good working relationships with internal colleagues, and represent the council on appropriate forums where required. 10. Understand and meet all required legislation and governance to deliver the required standards. 	<ul style="list-style-type: none"> • Experience of service and quality improvement methods and their implementation. • Ability to identify trends and develop new concepts. • Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management. • Ability to analyse performance information and take appropriate action. • An excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both. 						
<p>Council values:</p> <p>I aim to put PEOPLE at the heart of everything we do:</p> <p>People – treating people fairly, with compassion, respect and dignity Excellence – striving for excellence and the appropriate quality of service, care and life in Herefordshire Openness – being open, transparent and accountable Partnership – working in partnership, and with all our diverse communities Listening – actively listening to, understanding and taking into account people’s views and needs Environment – protecting and promoting our outstanding natural environment and heritage for the benefit of all.</p>	<p>Skills, knowledge and experience specific to this role</p> <ul style="list-style-type: none"> • A HR qualification equivalent to CIPD, however significant successful experience of working in a HR/ OD role, leading and implementing employee relations initiatives, improving service quality and creating performance cultures that drive up standards and performance is essential. • Excellent working knowledge of employment legislation and its practical application is essential. • A track record of leading successful major service and culture transformational change, to put the customer/service user at the heart of service delivery and achieve operational effectiveness. • Sufficient technical expertise to advise on and deliver pay and grading initiatives, within legal frameworks, best practice and policy guidelines. • The ability to deliver complex information with confidence and quickly gain credibility with senior leaders. • A track record of managing conflicting service and corporate priorities. • Experience of successfully working in a political environment gaining the respect and trust of politicians or similar stakeholders. • Excellent people engagement skills • Evidence of a consistent approach to CPD • Experience of forming positive working relationships with trade unions would be an advantage. 						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="1409 1207 2136 1449"> <p>Employees and culture</p> <ul style="list-style-type: none"> • Employee engagement • Co-operation • Concept formation • Change management </td> <td data-bbox="2136 1207 2870 1449"> <p>Relationships</p> <ul style="list-style-type: none"> • Influence • Level of understanding by others of information provided • Peer and partnership feedback </td> </tr> <tr> <td colspan="2" data-bbox="1409 1449 2870 1491" style="text-align: center;"> <p>PERFORMANCE MEASURES</p> </td> </tr> <tr> <td data-bbox="1409 1491 2136 1614"> <p>Customer Service</p> <ul style="list-style-type: none"> • Quality and timeliness of advice/ service provided • Customer satisfaction/ service quality </td> <td data-bbox="2136 1491 2870 1614"> <p>Value for Money</p> <ul style="list-style-type: none"> • Cost reduction • Service improvement </td> </tr> </table>	<p>Employees and culture</p> <ul style="list-style-type: none"> • Employee engagement • Co-operation • Concept formation • Change management 	<p>Relationships</p> <ul style="list-style-type: none"> • Influence • Level of understanding by others of information provided • Peer and partnership feedback 	<p>PERFORMANCE MEASURES</p>		<p>Customer Service</p> <ul style="list-style-type: none"> • Quality and timeliness of advice/ service provided • Customer satisfaction/ service quality 	<p>Value for Money</p> <ul style="list-style-type: none"> • Cost reduction • Service improvement
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