

<b>Role Title</b>	<b>People Partner</b>
<b>Job Family</b>	<b>Operations</b>
<b>Pay Scale</b>	<b>PO7</b>
<b>Purpose</b>	
<p>The People Partner will be the key advisor to Senior Managers. This role will provide strategic and operational advice and direction to the senior management teams within their designated areas. They will manage the work of the rest of the advisers, overseeing the allocation of case work, supervising advisers and ensuring that the Council's people strategy targets are achieved at an operational level.</p> <p>To lead and manage staff in resolving complex employee relations issues that create significant risk to the Council and/or instructs or strongly influences those leading those issue on the appropriate approach including advising and leading at JCC's and ensuring that the Council meets its obligations in terms of consultation with staff, the trade unions, and other affected stakeholders.</p>	
<b>Generic Accountabilities</b>	<b>End Results/Outcomes</b>
Plan and ensure the employee relations and advisory service delivery within a complex / diverse environment controlling the operational activities within it and ensure professional standards are delivered.	<p>Employee relations and advisory service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Service development and delivery is informed by client, partner and stakeholder views, the latest thinking, good practice and legislative requirements.</p> <p>Service delivers excellent customer service.</p> <p>Lead on Trade unions meetings</p>
Advise Directors, Senior Managers and other Stakeholders on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within human resources.</p> <p>Responses to major corporate or partner initiatives / complex strategic or operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion.</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> <p>People management KPIs are met.</p>

<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p> <p>Individuals and teams are equipped with the necessary skills, experience and behaviours. They are set objectives that they consistently meet or exceed.</p> <p>Any under-performance is identified and addressed at the earliest opportunity.</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</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, procedures, HR Standards, behaviours and SLA are complied with and embedded.</p>
<p><b>Role-specific Accountabilities</b></p>	<p><b>End Results/Outcomes</b></p>
<p>To provide an effective and responsive HR service in order to meet customer needs and deliver the overall objectives of the Council, covering all areas of HR remit including high risk and complex HR issues.</p>	<p>Managers and service users receive clear advice in respect of possible solutions to issues raised, along with associated risk analysis of potential courses of action.</p> <p>Advice and information provided is sufficiently detailed, timely and accurate to allow effective decision-making.</p> <p>lead on the development of specific HR projects/policies/initiatives in line with the People Strategy.</p> <p>Act as "Expert" point of reference for organisational change management to develop and implement appropriate HR solutions in the management of organisational change to meet organisational requirements</p> <p>To assess "people" implications of organisational change e.g., organisation design, job design, structural and cultural aspects of change, recruitment implications, learning &amp; development implications and ER aspects of change.</p> <p>Will lead on complex, high-risk organisational change projects acting as point of reference/coach for more junior members of team</p>

	<p>To lead on the implementation of workforce action plans and ensure that the objectives of People Strategy is achieved.</p>
<p>Actively engage with stakeholders and partners ensuring organisational commitment to the delivery of HR projects through the use of effective influencing skills.</p>	<p>Good working relationships with partners, managers, stakeholders including Trade Union officials are established, fostered and maintained.</p> <p>Users of the service express satisfaction with the way that their issues, problems and been dealt with and/or resolved.</p> <p>Lead managers are aware of their responsibilities and key milestones within the project.</p> <p>Specialist advice and instruction is provided to managers who are leading the resolution of employee relations issues including innovative solutions in advising managers in handling employee non-compliance and in consultation exercises.</p> <p>Management Board, Senior Managers and stakeholders express high levels of satisfaction with the HR function.</p> <p>Lead on regular reporting to Senior Managers.</p>
<p>Manage the team to ensure that they meet their objectives and address any issues as appropriate.</p>	<p>Employee relations policies, practices and procedures are understood within the HR function and well-integrated consistently into everything HR does Casework is undertaken in line with KPI's</p> <p>DMT's are provided with monthly statistics on sickness, agency and casework information providing analysis and suggested actions and solutions.</p> <p>HR Advice is available between 8.30 a.m. and 5.30 p.m. Monday to Thursday and to 5pm Fridays</p> <p>Job evaluations are undertaken.</p> <p>Lead and Management of the Job Evaluation process.</p>
<p>Investigate; resolve complex or high-profile employee relations issues, providing a responsive HR service that meets customer needs.</p>	<p>Specialist advice and instruction provided to managers who are leading the resolution of employee relations issues including advising managers in handling employee noncompliance and assisting in consultation exercises</p> <p>Complex, high profile employee relations issues are managed to a satisfactory conclusion.</p> <p>Participation in dismissal, appeal, and fairness at work panels which adds value to the process, ensuring that the Council's legal obligations are met.</p> <p>Participation and attendance at meetings: including informal and formal meetings: <ul style="list-style-type: none"> <li>○ including - investigations; FAW; performance management, disciplinary hearings, appeals and</li> </ul> </p>

	all other meetings in relation to the HR workstreams
To manage commissioned HR services	To be the lead for HR in performance management meetings with the Pensions administrations provider – contract management led by Finance
Take an active role as part of the HR Management Team	<p>Contribute to the leadership of the Human Resources Function, particularly in leading, shaping and developing practice within the team.</p> <p>Own and lead any workstreams linked to the ongoing development and change of the function.</p> <p>Contribute to the continual review of HR Policies that ensure the Council operates within employment legislation and best practice whilst meeting its priorities.</p> <p>To continuously monitor and evaluate the service and regularly provide constructive feedback to your team regarding progress against the Service Plan and in line with the SLA and POD Standards and Behaviours.</p>

***Nature of Contacts***

Frequent contact with Management Board, Directors and Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.

Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.

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

***Procedural Context***

The Human Resources People Partner will plan, manage and implement employee relations matters to ensure they deliver required. The Human Resources People Partner will manage multiple projects and work streams, ensuring that individual projects contribute as required. The Human Resources People Partner will work effectively with stakeholders and staff from across Waltham Forest to ensure their alignment with the programme(s) and outcomes and take account of the challenges that stakeholders may face in meeting project and programme requirements.

The Human Resources People Partner will have an excellent understanding of Employment Law and remain up to date with latest developments in this field. The Human Resources People Partner will be able to give accurate, comprehensive and timely advice on Employment Law and Human Resources related matters.

Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance. Monitor and evaluate performance, project delivery, outputs and outcomes

Think and act strategically in problem solving and decision making in a complex political / commercial

environment. Identify problems and design and develop creative and innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Member of the People and Organisational Development Team

### **Key Facts and Figures**

Responsible from a Human Resources perspective resolving employee relations issues across the Council. These issues affect all staff and avoid unnecessary costs to the Council.

### **Resourcing**

Budget Responsibilities:

### **Knowledge, Skills and Experience**

- Demonstrable record of achievement at a senior level in employee relations, specifically complex casework, TUPE, and strategic human resources projects.
- Experience of successfully managing employee relations issues in a timely way in a large organisation.
- Experience of planning and managing a mixed and varied workload of conflicting priorities responding effectively to the needs of all customers.
- Experience of report writing and communicating complex issues to a broad range of audiences.
- Experience in dealing with a range of complex and contentious matters requiring a consistently high degree of support, persuasion and advocacy and an awareness of major policy objectives, employment legislation and regulations.
- Experience of matrix managing and coordinating employees carrying out work across a range of major functions.
- Highly developed interpersonal skills.
- An exceptional communicator able to operate and empathise with stakeholders and senior managers, influencing and gaining commitment to objectives.
- Strong leadership, influencing, people engagement, resilience and people management skills.
- Excellent planning and organisational skills coupled with a strong focus on the delivery of the objective.
- Creative and innovative in finding solutions to complex problems.
- Ability to lead on multiple and wide-ranging programmes and manage competing demands.
- High level of organisational and strategic awareness.

### **Indicative qualifications**

Educated to degree level or equivalent standard with relevant Human Resources Qualification

Supervisory Responsibilities: Up to 5 staff

**Competency Level:** Senior Manager

CIPD Qualification or equivalent experience.

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 that 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.