



LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Strategic HR & OD Business Partner (Workforce Transformation Programme)
DIRECTORATE:	Chief Executive
SERVICE:	HR & OD
GRADE:	PO8
LOCATION:	Hackney Service Centre
RESPONSIBLE TO:	Workforce Transformation Programme Head of Human Resources and Organisational Development (HR & OD)
RESPONSIBLE FOR:	No Direct Reports May be required to plan the workload of an Policy & Employee Relations / Change Consultant (Workforce Transformation Programme)

Hackney is one of the UK's most diverse and highest-performing local authorities, serving one of London's best places to live and work.

Our staff are what makes Hackney Council great and we thrive on challenge and change. In Hackney, we are: Open; Inclusive; Ambitious; Pioneering; Proactive, and Proud of Hackney, of each other, of what we do, and of the Council.

Our Team of HR Specialists is focused on supporting Hackney's mission to make Hackney a place for everyone, where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place where everyone can be proud, with excellent services, thriving businesses, and outstanding public spaces; a place where everyone feels valued and can make their voice heard.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

PURPOSE OF THE JOB:

Our Strategic HR & OD Business Partners form the conduit between the Council and our human resources and organisational development services, providing expertise and guidance around the way Hackney HR and OD do things, ensuring that every corner of the organisation gets the best out of their people by creating a supportive working culture.

You will be a supportive, objective-focused; dedicated coach/critical friend, and an expert in all things relating to HR, OD, EDI, and workforce management.

Our Strategic HR & OD Business Partners tend to cover specific directorates whilst also specialising in certain areas of HR and OD delivery.

- Working in partnership with local leaders to ensure they can get the best out of our HR and OD service, providing advice, guidance, and support on the full range of HR and OD activities
- Providing professional, high-quality employee relations advice and support
- Promoting best practices in areas such as people management, organisational design, and change management.
- To understand the local needs for our HR and OD service, reporting back to HR and OD to inform strategy and planning.
- To mediate and facilitate resolutions in employee relations matters, including informal meetings, disciplinary actions, harassment and discrimination allegations, and workplace conflicts.
- To provide guidance and support for local change projects, supporting the adoption and delivery of corporate strategies (including the HR and OD strategy) in service areas, ensuring that implementation aligns with agreed principles, is embedded and actively delivers objectives and supports workforce priorities.
- To support senior managers on policies and procedures aligned with restructures and business reengineering.
- Provide accurate and effective advice and support to enable management to deal with a broad range of people management matters including recruitment, employee relations, performance, and attendance, and where necessary, support management of complex ER cases.
- To ensure the workforce can successfully deliver the business objectives of your designated service(s).
- To ensure all casework is accurately recorded and updated, identifying and resolving blockages.
- Deputise at meetings for Assistant Director: HR and OD as required.

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- There is a responsibility to work across all customers to identify opportunities to deliver coordinated solutions and align policy, process, and create documentation to simplify, standardise, and enhance HR service provision
- Lead on Senior Level/Chief Officer recruitment campaigns within the specified Directorate on behalf of the Council, in collaboration with the Strategic Lead: Resourcing & Talent Acquisition.

MAIN AREAS OF RESPONSIBILITY:

Responsible for partnering with specific council departments to provide strategic leadership with a people/HR & OD focus. Main accountabilities include supporting managers with restructures and business re-engineering; advising on complex high-risk ER cases; sharing workforce data through a dashboard to help inform Directorate level people plans within the business; advising senior managers on policies and procedures; horizon scanning and keeping relevant teams across HR & OD informed of forthcoming changes etc, to assist with forward planning; being the lead conduit between the business and the wider HR & OD teams.

Strategic Input and Project Management:

Professional Leadership and Organisational Delivery:

- You will have responsibility for delivering a collaborative culture across your service area. This will include leading and supporting HR-wide strategic projects.
- Working with HR & OD Management, to contribute to developing strategic thinking and planning across the HR and OD service. To play a lead role in engaging with service management to understand local issues and priorities and use this to inform and shape innovative and creative corporate planning to enable fast and effective organisational change and deliver corporate ambition.
- Act as a Change Ambassador, utilise professional experience and knowledge of the latest trends, developments, and intelligence, to work collaboratively with senior management to challenge conventional thinking and influence planning and approaches to service design, and help to shape and adapt operating models, so that they enhance and transform services, deliver improvement opportunities and fit the corporate ambition.
- To identify, implement and embed HR projects and commission activities that contribute to the continuous development of HR and OD provision and contribute to staff engagement and maximise organisational performance, ensuring outcomes are delivered to agreed standards, and timescales and improve value for money.
- To include policy evaluation, implementation, and development with an emphasis on improving customer focus and supporting services to and shift away from 'management dependency' to 'management independence', enabling managers

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through the streamlining of processes, creating toolkits, workflows/development programmes, maximising ICT functionality as appropriate.

- Recommend adjustments to management based on vulnerability risk assessments as necessary, and support with conduct issues where appropriate.
- Represent the HR Business Partnering team at external specialist meetings.
- Respond to freedom of information and service area requests ensuring that they are dealt with in a timely and accurate manner.
- Lead on and/or contribute to collaborative working groups on council-wide initiatives.

Professional Advice and Delivery:

- To provide professional HR and OD advice, constructive challenge and support to management and elected members on complicated and sensitive issues arising and to guide and influence business strategy in line with corporate and service delivery plans, to ensure HR/OD delivery complements business needs and transformational change.
- To interpret people management issues arising and based on an understanding of people management policy, practice, and approaches and the needs of the customer, provide recommendations on creative outcome-focused solutions and remedial action that manage risks, and promote good employment practice, escalating issues as necessary.
 1. Promote a confident learning culture - including strategically aligned personal development plans.
 2. Support a culture of continuous quality improvement within teams.
 3. Develop new ways of working and modern 'agile' service delivery.
 4. Develop and deliver bespoke learning interventions to support the business and workforce development needs of your area (including delivering agreed training materials).
 5. Interpret people analytics data to provide robust evidence to support leadership decision-making.
 6. Identify areas of risk early on and alert leadership teams effectively.
 7. Carry out job evaluations to support the effective delivery of this task across the Council.

Corporate Accountabilities:

- All employees of the Council should undertake and conduct their work with due regard to the corporate values and responsibilities. These include responsibilities for outcomes regarding Equality Diversity and Inclusion; Conduct & Behaviour; Health & Safety; Data Protection; Safeguarding; and Customer Care.

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Communication & Representation:

- Actively represent the service at Senior Management Teams and with key stakeholders and forums to understand local workforce priorities within the corporate context, to inform and enhance integrated planning and delivery of a programme of HR and OD provision that is shaped around user feedback.
- Work collaboratively across the HR and OD service, service management, and senior management teams, to engage necessary skills and specialist knowledge to proactively identify areas for collaboration and improvement, developing operational HR & OD plans and leading initiatives as necessary to deliver consistency and value for money.
- Engage with appropriate organisations and professional networks to build good links and support a proactive role in the development of the wider workforce agenda and support a positive image that raises the reputation of the Council.

Enhancing Business Performance:

- To actively advise services on their performance against key HR Metrics, summarising and presenting management information, identifying successes and areas for improvement, supporting the service to develop actions, develop skills, and deploy resources to improve performance.
- To actively monitor and manage performance against agreed standards, analyse, review and report on the performance of HR and OD activities and service level agreements, highlighting successes and dealing with exceptions, to ensure services are provided to the highest possible quality within the resources available.

Resource Management:

- Effectively manage a range of resources (human, financial, property, technological) to provide and/or commission high-quality service provision to optimal effect that meets the needs of the service and customers, while delivering balanced budgets, income, and savings targets as required.
- Act as a role model for HR and service colleagues, to motivate staff to work and perform to their highest potential and emphasise a performance culture that constructively builds achievement, confidence, and skills in others. Take personal responsibility for appropriate behaviours and challenge poor performance and inappropriate behaviour.
- Support the service in embedding a commercial culture, in order to maximise income and revenue wherever possible to support the service to enhance its provision as a preferred supplier of HR traded services.

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OTHER DUTIES AND RESPONSIBILITIES:

- **Flexibility:**

The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support the delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required, which are broadly commensurate with the job level and scope of competence.

Working Pattern and Travel:

- The role may occasionally be required to work irregular working patterns (with reasonable notice) to attend certain events and member meetings. The post holder should be able and willing to work flexibly during these periods.

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Person Specification

Strategic HR & OD Business Partner - PO8

Requirement
Candidates/post holders will be expected to demonstrate the following:-
Education
No mandatory qualifications are required. Excellent generalist knowledge of HR that may be evidenced by qualifications including a Masters degree or MCIPD; Postgraduate certificates and diplomas; chartered professions; and equivalent qualifications, or evidence of demonstrable application in the course of experience.
Experience
Significant experience in advising all levels of management and staff on HR and/or OD disciplines, including applying experience and exercise of judgement to non-standard employee relations cases.
Experience in managing the people's implications of change and designing OD interventions with a focus on increasing efficiency and improving customer service.
Experience of working with trade unions with proven negotiation, interpersonal, and influencing skills with a broad range of stakeholders.
Experience in providing structured plans and setting clear objectives that implement strategy and drive delivery.
Proven experience in building positive relationships and working with stakeholders across all levels of the organisation, to use their knowledge and feedback to improve services.
Experience working with external partners, key agencies, and other stakeholders in delivering operational services.
Experience in managing a service area within a large and complex organisation
Experience in using people metrics to improve services.
Knowledge
Highly developed and complex levels of knowledge, with the ability to develop original responses to complicated and unpredictable problems and situations.

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Experience in using the GLPC/NJC Job Evaluation scheme and/or Hay's job evaluation methodology or other schemes.
In-depth understanding of employee relations, people management, and organisational development and its contribution to managing and developing the workforce
An understanding of trends in the professional area and how these may need to be adapted to be relevant to the Council, its operations, and services.
An excellent working knowledge of legislation, statutory guidance, and ability to identify areas of risk.
Understanding of the considerations of delivering HR and OD services within a large and complex public sector organisation and working with elected members on operational issues
An understanding of the legislation and Council policy framework with respect to service areas and an understanding of how HR and OD interventions can support better delivery.
Skills and Abilities
Ability to inspire and motivate groups of staff and provide clear expectations on performance standards, continuous improvement, and aligning delivery to corporate and service level plans, to develop and provide high-quality services.
Ability to advise, guide and develop various stakeholders to maximise effective and efficient performance, to support the delivery of outcomes that align with corporate plans, and to deliver priority objectives.
Strong analytical skills with the ability to interpret legislation, complex data, reports, and research to identify key issues, and develop creative and workable solutions, policies, practices, and processes, and apply technology to help inform and shape services including business decisions.
Role model good management practices in line with the corporate values, policies, and procedures.
Excellent interpersonal skills with the ability to communicate effectively and influence complex change and organisational development with a variety of audiences both within and outside the Council.
Able to engage and work collaboratively with managers, elected members, trade unions, employee groups, and external stakeholders and partners.
Able to develop strong partnerships with external networks and organisations to improve knowledge, and support forward-thinking, creative improvement, and innovation to enable positive change.

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Ability to effectively apply performance management frameworks and service level agreements across the service area(s).
Ability to effectively coordinate and manage the totality of available resources to support service delivery and further development.
Able to work quickly, and accurately and prioritise work with conflicting deadlines, to ensure high-performance outcomes in response to customer needs.
Able to work flexibly and adapt quickly to changing circumstances.
Ability to work on sensitive matters and to exercise tact and discretion when dealing with matters of a confidential or sensitive nature.

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