

Job Description

POST TITLE:	Policy & Employee Relations / Change Consultant (Workforce Transformation Programme)
DIRECTORATE:	Chief Executive
SERVICE:	Workforce Transformation Programme - HR and OD
GRADE:	PO6
LOCATION:	Hackney Service Centre
RESPONSIBLE TO:	Workforce Transformation Programme Head of Human Resources and Organisational Development (HR & OD)
RESPONSIBLE FOR:	No direct reports

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.

PURPOSE OF THE JOB:

- To actively deliver a professional Human Resources Advisory and Policy service to a range of identified customers, providing specialist ER advice to management, advising, supporting and guiding them in people management practices, directing

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them to toolkits, other advice and available solutions to empower and enable them to take informed and appropriate action in the management of their staff.

- There is an expectation that individuals will work flexibly across all areas where their expertise is required, to support the best use of HR resources to meet fluctuations in demand.
- Note: Customers include: Council Services; Schools; Partner Councils and other organisations to which services are provided.
- Note: Management includes: Directors; Senior Managers, Managers; Elected Members; School Governors; Head Teachers (and their Deputies); Schools Business Managers; and managers and board members in other partner organisations.

MAIN AREAS OF RESPONSIBILITY:

Policy and Project Support:

- You will be required to work collaboratively across the whole HR function to deliver HR-wide strategic projects.
- Work closely with the team and wider HR colleagues to respond to the emerging needs of our customers and contribute to the continuous review and improvement of our people management policy and procedures, and associated guidance, training and briefings to ensure they reflect organisation aims and good practice while complying with legislation and statutory requirements.
- Assist in the production of Equality Impact Assessments and Delegated Powers Reports on Change Management and restructures, to effect necessary business change, whilst promoting and maintaining a culture of equality and diversity within the organisation.
- Working with colleagues across the HR service, collaborating and contributing to HR projects, new approaches and service planning, to assist in the development of our HR provision, to support the delivery of the HR strategy.

Advice and Operational Support:

- To provide solutions focused and enabling human resource advisory service to our customers, assisting management (and employees where appropriate) to deliver appropriate solutions to a range of operational people management issues.
- Take ownership of the customer journey, to ensure all HR enquiries are responded to promptly by the HR Apprentice/ER Officers via the HR General Enquiries mailbox, in a customer focussed manner, aiming to resolve queries at the first

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point of contact and creating an enabling environment to encourage management to self-manage non-complex employment-related matters.

- Acting as a lead consultant providing consistent expert advice and guidance to colleagues and via enquiry line, and appropriate advice, guidance, training and signposting to additional support:
 1. Provision of advice, ensuring compliance with employment legislation and application of policies.
 2. Employee relations matters, including grievance, disciplinary, (gross) misconduct; absence management, staff capability and performance management; .
 3. Change management; including TUPE, Redundancy
 4. Ensuring that Equality, diversity, inclusion and belonging is embedded and is an integral to all advice, guidance and decision making
 5. Employment terms and conditions - national, local and service agreements, providing bespoke advice to specific groups (e.g. Teachers).
 6. Complete Job Evaluations and Appeals, in line with recognised procedures, advising on relevant content within proposed Job descriptions. Shared responsibility for central records, e.g casework and job evaluations
 7. Delivery of professional resourcing; pay and grading; onboarding and establishment management service
 8. Using systems-based solutions and processes (e.g. self-service).
 9. Working with stakeholders such as Directors and Legal across the Council, in relation to Settlement Agreements and Tribunals
- Advising management in undertaking formal processes, where additional support and guidance are required, including their preparation and collation of documentation and correspondence, liaison with Trade Unions at forums such as LJC, CJC, JSR; and supporting managers in the presentation of cases at hearings or tribunals.

Supporting Performance & Maintaining Systems and Records:

- Use available systems to log and record customer queries and case management records, ensure activities, advice and guidance given are recorded accurately.
- Ensure comprehensive personnel records are maintained for all employees and that the integrity of data input into HR systems can reliably support wider HR activities and information held complies with agreed retention of information protocols.
- Respond to requests under freedom of information and data protection legislation, ensuring compliance with local procedures and required timescales.

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- Make effective use of systems and technology, exploiting existing and emerging technology to improve the delivery of a modern and customer focused HR service.

Communication & Engagement:

- To build and maintain strong collaborative working relationships with management at all levels (including those in our traded services) to maintain trust and confidence in the HR advice and service and enable the HR service to be delivered in an outcome focussed and efficient way.
- Represent the HR and OD service with internal and external stakeholders, and contribute to internal service groups and external professional network groups.
- To contribute to the promotion of the HR and OD 'traded services offer' and support responses to new business requests.

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.

OTHER DUTIES AND RESPONSIBILITIES:

Team Working and Support:

- As part of the Employee Relations and Policy Team, the postholder will assist in the managing of the rota for the advice and enquiry line, to ensure that there is always adequate cover and resources to be responsive to incoming calls.
- To work flexibly across the service as and when required, to provide ad-hoc support to the team and wider HR service on activities as required, to use our resources effectively and support HR service delivery.

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) in order to attend certain events and meetings outside of

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normal office hours. The post holder should be able and willing to work flexibly during these periods.

Person Specification

Requirement
Candidates/post holders will be expected to demonstrate the following:-
Education
No mandatory qualifications are required. • Good generalist HR and/or employee law knowledge which may be evidenced by being a Member of the Chartered Institute of Personnel and Development (CIPD), equivalent qualification and/or evidence of equivalent knowledge and experience.
Experience
Experience in advising and supporting managers through change processes and on a wide range of operational HR and employee relations matters, with an understanding of workforce and organisational development.
Experience in assisting in the development and implementation of HR and employment policies and procedures and designing and delivering associated training for management.
Evidence of continuous professional development and keeping up to date with employment law and good practice across all sectors.
Experience working with senior stakeholders to reach mutual resolutions.
Knowledge
Understanding of HR practices, the underlying principles and practice.
Knowledge and understanding of current employment legislation and policies and procedures with experience of interpreting this into practical solution focussed advice for customers, to support the business.
An understanding of Local Government / Public Sector terms and conditions (teachers' terms and conditions - desired), and the role of local and national agreements, with experience in delivering HR services and working with trade unions in a highly unionised environment.

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An understanding of how customer service objectives relate to the HR and OD function.
An understanding of working in a large and complex public sector environment, and an awareness of the current challenges and issues facing Local Government organisations.
Skills and Abilities
Ability to increase the depth of knowledge & understanding of an area to respond to complex problems or situations.
Able to contribute towards project teams and policy development to reflect good practice, ensure legal compliance and achievement of desired outcomes.
Ability to analyse data and information to identify themes and trends, inform advice and support reviews and decision-making.
Ability to undertake investigations and collate information.
Ability to prepare and present verbal and written information and reports in a logical and structured manner, for a range of formal and informal audiences, to support the credibility of the information and the purpose of the communication.
Role model good practice in line with the corporate values, policies and procedures.
Good interpersonal skills with the ability to communicate effectively on confidential and sensitive matters to inform and influence management and staff groups.
Able to demonstrate a clear understanding of excellent customer relations and high-level customer service skills with a business solution focus.
Ability to work accurately and to competing deadlines, managing casework and projects. Able to prioritise workload and manage expectations of customers and negotiate deadlines where necessary due to role demands.
IT literate in line with the requirements of the role, with the ability to use technology to improve services and benefit organisations.
Good problem-solving and organisation skills.
Able to work flexibly as part of a team and wider service and adapt to changing circumstances.

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