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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | North Yorkshire HR |
| **Post title:** | Human Resources Adviser (Schools) |
| **Grade:** | G |
| **Responsible to:** | Senior HR Adviser (Team Leader) |
| **Staff managed:** | None |
| **Date of issue:** | January 2019 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| The post holder will support school leaders on a range of employment related queries and tasks. There is a need for excellent organisational skills and flexibility with post holders working on a number of tasks at any one time.  In addition, the post holder will be expected to project manage smaller pieces of work. |

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| **Structure** |

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| Job Description | |
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| Job purpose | **Act as the contact for an allocated patch of schools, dealing with attendance related case issues, delivering a high quality, commercial HR advisory service in line with our service level agreements.**  **Participate in a rota to man the NYHR helpline, providing advice in relation to HR policies, procedures, terms and conditions.**  Post holders will support Headteachers and other school leaders to develop their skills through provision of quality professional advice, support and where appropriate, coaching on low risk staff management issues. |
| Operational management | * Lead on attendance management cases and, where appropriate, other employee relations matters, escalating case ownership as appropriate should cases become more complex in nature. * Cover the HR helpline as required responding to queries via phone, e mail and live chat. * Provide advice and guidance on the whole range of employment related issues, terms and conditions, policies and procedures. * Provide a professional and efficient point of contact for those contacting the team. * Contribute to the continuous improvement of policies and procedures by identifying recurring issues to be progressed and providing feedback. * Support the redundancy process by calculating estimates and processing other paperwork in a timely manner. * Support the job evaluation process as required including any related administration * Support the delivery of training and development workshops as required. |
| Communications | * Develop and maintain effective relationships with Heads, other school leaders, managers and staff, stakeholders (in and outside of NYCC) and HR colleagues to ensure service delivery. * Respond effectively to queries from customers ensuring the highest level of customer care by establishing ownership and closure as needed including accurate and timely responses to emails and calls |
| Partnership / corporate working | * Develop and maintain effective relationships with partners/customers where required to ensure service delivery. |
| Resource management | * Provide high quality solutions, advice and guidance on relevant terms and conditions and employment policies, procedures and processes, including NJC, JNC, Soulbury and Teachers conditions of service. * Provide appropriate support to other HR team members * Work with managers and staff to ensure that they understand terms & conditions sufficiently to ensure that employment related data is accurate and recorded in a consistent manner. |
| Systems and information | * Extract and present information to aid decision-making (e.g. from Resourcelink). * Use a range of systems including Resourcelink, Lagan, Microsoft Office and the Intranet/Internet. * Adopt new ways of working when systems are introduced/changed. * Use systems to manage and progress enquiries & case work, produce documents, record information, analyse and report on relevant data and to maintain effective communication. * Where required, review data produced for governance purposes, identify issues and exceptions and take appropriate action in relation to this. |
| Planning and Policy | * Support HR Projects as appropriate with support from relevant HR colleagues. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Some basic knowledge of employment legislation * Equality and Diversity issues and legislation * Some basic knowledge of some HR processes e.g. changes to terms, payroll, redundancy etc. * Awareness and understanding of organisational context | * Schools and local management of schools * National and local conditions of service * Working in a corporate and political context within a unionised environment * Understanding of Attendance Management processes |
| Experience   * Experience of working with leaders/managers at all levels. * Experience of one of the following functions; HR, Payroll, other employee-related administration * Experience of working in a customer-focussed service | * Proven and effective generalist HR experience * Experience of working in education or with education providers * Experience of working in a commercial context * Project Management |
| Occupational Skills   * Ability to work in a pressurised environment dealing with numerous work tasks/areas simultaneously * Ability to respond to changing circumstances whilst maintaining a clear view of priorities. * Risk management and assessment in delivery of advice/support and addressing staffing issues * Ability to be flexible and adaptable to enable work deployment across all council areas including schools * Ability to challenge and influence managers and colleagues as appropriate * Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge, influence and negotiate with managers and staff appropriately. * Data analysis and interpretation * IT skills * Communication, presentation and interpersonal skills, ability to listen, influence, persuade and negotiate effectively with people at all levels. | * Budget Management skills * Change Management * Ability to thrive on ambiguity, complexity and uncertainty * Coaching / mentoring * Problem solving with the ability to find innovative solutions |
| Professional Qualifications/ Training/ Registrations required by law, and/or essential for the performance of the role   * Commitment to continuing professional development. | * Graduate Membership of CIPD or eligibility with equivalent experience * Degree in HR or similar subject area or graduate capability |
| Other Requirements   * Self-motivated * Resilient * Team worker / collaborative working * Ability to travel around the County |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |