

## Job profile

### Service and job specific context statement

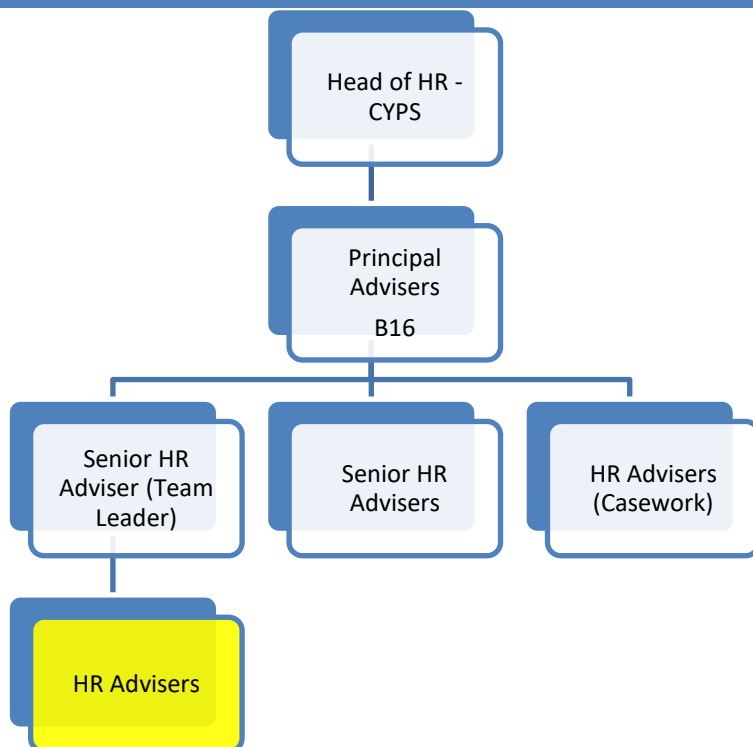
**Directorate:** Central Services  
**Service:** North Yorkshire HR  
**Post title:** Human Resources Adviser (Schools)  
**Grade:** G  
**Responsible to:** Senior HR Adviser (Team Leader)  
**Staff managed:** None  
**Date of issue:** January 2019  
**Job family:** P&T - Professional & Technical

### 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.

### Structure



## Job profile

### Job Description

<b>Job purpose</b>	<p>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.</p> <p>Participate in a rota to man the Schools HR Advisory helpline, providing advice in relation to HR policies, procedures, terms and conditions.</p> <p>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.</p>
<b>Operational management</b>	<ul style="list-style-type: none"> <li>• Lead on attendance management cases and, where appropriate, other employee relations matters, escalating case ownership as appropriate should cases become more complex in nature.</li> <li>• Cover the HR helpline as required responding to queries via phone, e mail and live chat.</li> <li>• Provide advice and guidance on the whole range of employment related issues, terms and conditions, policies and procedures.</li> <li>• Provide a professional and efficient point of contact for those contacting the team.</li> <li>• Contribute to the continuous improvement of policies and procedures by identifying recurring issues to be progressed and providing feedback.</li> <li>• Support the redundancy process by calculating estimates and processing other paperwork in a timely manner.</li> <li>• Support the job evaluation process as required including any related administration</li> <li>• Support the delivery of training and development workshops as required.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with partners/customers where required to ensure service delivery.</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide appropriate support to other HR team members</li> <li>• Work with managers and staff to ensure that they understand terms &amp; conditions sufficiently to ensure that employment related data is accurate and recorded in a consistent manner.</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Extract and present information to aid decision-making (e.g. from Resourcelink).</li> <li>• Use a range of systems including Resourcelink, Lagan, Microsoft Office and the Intranet/Internet.</li> <li>• Adopt new ways of working when systems are introduced/changed.</li> <li>• Use systems to manage and progress enquiries &amp; case work, produce documents, record information, analyse and report on relevant data and to maintain effective communication.</li> </ul>

## Job profile

	<ul style="list-style-type: none"> <li>Where required, review data produced for governance purposes, identify issues and exceptions and take appropriate action in relation to this.</li> </ul>
<b>Planning and Policy</b>	<ul style="list-style-type: none"> <li>Support HR Projects as appropriate with support from relevant HR colleagues.</li> </ul>

### Person Specification

Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Some basic knowledge of employment legislation</li> <li>Equality and Diversity issues and legislation</li> <li>Some basic knowledge of some HR processes e.g. changes to terms, payroll, redundancy etc.</li> <li>Awareness and understanding of organisational context</li> </ul>	<ul style="list-style-type: none"> <li>Schools and local management of schools</li> <li>National and local conditions of service</li> <li>Working in a corporate and political context within a unionised environment</li> <li>Understanding of Attendance Management processes</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of working with leaders/managers at all levels.</li> <li>Experience of one of the following functions; HR, Payroll, other employee-related administration</li> <li>Experience of working in a customer-focussed service</li> </ul>	<ul style="list-style-type: none"> <li>Proven and effective generalist HR experience</li> <li>Experience of working in education or with education providers</li> <li>Experience of working in a commercial context</li> <li>Project Management</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>Ability to work in a pressurised environment dealing with numerous work tasks/areas simultaneously</li> <li>Ability to respond to changing circumstances whilst maintaining a clear view of priorities.</li> <li>Risk management and assessment in delivery of advice/support and addressing staffing issues</li> <li>Ability to be flexible and adaptable to enable work deployment across all council areas including schools</li> <li>Ability to challenge and influence managers and colleagues as appropriate</li> <li>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.</li> <li>Data analysis and interpretation</li> <li>IT skills</li> <li>Communication, presentation and interpersonal skills, ability to listen, influence, persuade and negotiate effectively with people at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>Budget Management skills</li> <li>Change Management</li> <li>Ability to thrive on ambiguity, complexity and uncertainty</li> <li>Coaching / mentoring</li> <li>Problem solving with the ability to find innovative solutions</li> </ul>
<b>Professional Qualifications/ Training/ Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>Commitment to continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>Graduate Membership of CIPD or eligibility with equivalent experience</li> <li>Degree in HR or similar subject area or graduate capability</li> </ul>
<b>Other Requirements</b>	

## Job profile

<ul style="list-style-type: none"><li>• Self-motivated</li><li>• Resilient</li><li>• Team worker / collaborative working</li><li>• Ability to travel around the County</li></ul>	
<b>Behaviours</b>	<a href="#">Link</a>