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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Human Resources & Organisational Development Services |
| **Post title:** | Human Resources Adviser (Casework – entry level) |
| **Grade:** | G |
| **Responsible to:** | Senior HR Adviser (Casework) |
| **Staff managed:** | None |
| **Date of issue:** | April 2018 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| The post holder will support managers 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 | **Operating as part of the S/HRA (Casework) team in delivering a high quality HR Advisory Service to Directorates.** **To provide support to Directorates in relation to HR policies, procedures, terms and conditions.**Post holders will also support managers to develop their skills through provision of quality professional advice, support and where appropriate, coaching on low risk staff management issues. |
| Operational management | * To provide a professional and efficient point of contact for those contacting the team.
* To provide a complete ‘end to end’ service, establishing ownership and closure as needed including accurate and timely responses to emails and calls.
* Provide advice and guidance on the whole range of employment related issues and case work.
* Leading on attendance management cases and, where appropriate, other employee relations cases, escalating case ownership should cases become more complex in nature.
* To contribute to the continuous improvement of policies and procedures by identifying recurring issues to be progressed and providing input into portfolio groups.
* To support governance arrangements where appropriate to ensure that Council policies and procedures have been adhered to.
* To support the Job Evaluation process as required including any related administration
* To support the delivery of training and development workshops as required.
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| Communications | * Develop and maintain effective relationships with managers and staff, stakeholders (in and outside of NYCC) and HR colleagues to ensure service delivery.
* Communicate effectively with managers, staff, stakeholders and HR colleagues as needed to ensure that accurate, timely and supportive advice is provided.
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| Partnership / corporate working | * Develop and maintain effective relationships with partners/customers where required to ensure service delivery.
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| Resource management | * To provide high quality solutions, advice and guidance on relevant terms and conditions and employment policies, procedures and processes.
* To direct managers and staff to the Intranet for policy and procedural queries, when appropriate.
* To provide appropriate support to other HR team members
* To 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.
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| Systems and information  | * Extract and present information to aid decision-making (e.g. from Insight).
* 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, to review data produced for governance purposes, identify issues and exceptions and take appropriate action in relation to this.
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| 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 and professional development
* Equality and Diversity issues and legislation
* Understanding of the change management process.
* Awareness and understanding of organisational context
 | * National and local conditions of service
* Working in a corporate and political context within a unionised environment
* Understanding of Attendance Management processes
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| Experience* Proven and effective experience in supporting change management programmes
* Experience of working with managers at all levels.
 | * Project Management
* Proven and effective generalist HR experience
* Experience of working in a commercial context
* Experience of working in a customer focussed context
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| 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.
* Change Management
* 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
* Ability to thrive on ambiguity, complexity and uncertainty
* Coaching / mentoring
* IT skills
* Communication, presentation and interpersonal skills, ability to listen, influence, persuade and negotiate effectively with people at all levels.
* Problem solving with the ability to find innovative solutions
* Time management / prioritisation
 | * Budget Management skills
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| 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
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| Other Requirements* Self-motivated
* Resilient
* Team worker / collaborative working
* Ability to travel around the County
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |