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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. |
| 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. |
| Partnership / corporate working | * Develop and maintain effective relationships with partners/customers where required to ensure service delivery. |
| 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. |
| 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. |
| 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 |
| 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 |
| 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 |
| 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) |