

Working on behalf of



HR Consultant

Grade: Havering Grade 7, Newham PO3

Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.

Accountable to:	Senior HR Consultant (HR Operations)
Job Purpose:	<ul style="list-style-type: none"> • Provision of high quality and consistent HR advice guidance and support in a cost effective and efficient way that positively impacts customer effectiveness, efficiency and confidence • Ensure all customers receive effective HR advice in a cost effective and efficient way, and are given consistent advice on the interpretation of HR policies, procedures and legislation • Deliver a responsive and flexible service that supports organisational and service priorities • Provide a high quality professional HR service, advising and leading on a range of HR activity e.g. complex casework, transformational change, workforce planning, and resourcing solutions under the direction of the Senior HR Consultants • Support the development of HR policies, procedures and change programmes
Specific Responsibilities	<ol style="list-style-type: none"> 1. To deliver a comprehensive high quality and professional HR service to all customers, that meets strategic objectives and includes for example Employee Relations, Reward and Recognition, TUPE, organisational change and organisational development 2. To lead on and support HR projects or work programmes, e.g. recruitment campaigns, development or review of HR policies, roll out of mandatory training

	<p>programmes, providing a range of training/briefings according to service need etc as directed by Senior HR Consultant/Strategic HRBP</p> <ol style="list-style-type: none"> 3. Assist in development, review and dissemination of HR policies, procedures, guidelines and strategies 4. To deputise for Senior HR Consultants as required 5. The provision of high quality HR services to managers, including:- <ul style="list-style-type: none"> • Complex performance management issues • Leading on change management issues including organisational change processes • To lead on and support recruitment campaigns • Recruitment and resourcing issues • Full ER service and support to interpret employment legislation and case law 6. To be responsible for specific service based HR initiatives, eg briefings on absence or performance management 7. To participate in Job Analysis, Job Evaluation and Job Matching in accordance with national and local procedures 8. To encourage contributions from team members to provide constructive ideas that will contribute to delivering further efficiencies and service enhancements 9. To identify personal development needs and opportunities.
<p>HR General Requirements</p>	<ul style="list-style-type: none"> • To agree development & delivery priorities with the Senior HR Consultants • To communicate with other team members to ensure HR or L & OD advice is of consistent high quality • To work flexibly across the team and wider HR service, as required • To continually look at external revenue opportunities and promote the oneSource profile • To seek continuous improvement to service delivery and efficiencies within the service • To ensure all case management systems are kept up-to-date with relevant data • To ensure the interaction with the transactional team ensures a one stop shop approach for customers • To ensure best practice and support is provided to the transactional team

	<ul style="list-style-type: none"> • To provide bite size training opportunities for managers on policies
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> • Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money • Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach • Delivers a resilient business, which continuously improves and innovates with healthy revenue streams • Operates an ethos of joint working and operates across the board regardless of location • Delivers capacity and capability to operate business as usual, with the capacity and capability to innovate and project manage to support this • Delivers a flexible and scalable service to innovate, enhance market knowledge and continuously improve • Invests in people and skills to deliver a sustainable business • Provides full HR service that is multi-channelled, face to face, local with the potential to offer services nationally
<p>General</p>	<ul style="list-style-type: none"> • OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately • Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures. • Be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence. • To advocate and to be a champion of change to enable the HR Service to be sustainable even with diminishing resources

	<ul style="list-style-type: none">• Invests in people and skills to deliver a sustainable business particularly with regard to encouraging self-service in managers
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Person Specification

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
<p style="text-align: center;">Able to demonstrate and evidence a highly developed Competence in:</p>	<ul style="list-style-type: none"> • Delivering a range of Operational HR services • HR best practice in a local government setting • Advising on HR policies and procedures and proposing recommendations for improvements • HR support in delivering change in a complex organisation 	
<p style="text-align: center;">Able to demonstrate and evidence Knowledge and experience in</p>	<ul style="list-style-type: none"> • CIPD or equivalent, or significant experience within HR • Demonstrable knowledge of both HR policies and procedures and employment law • Good working knowledge of Microsoft Office and other desktop IT applications • Experience of building productive relationships with customers • Experience of analysing data and producing HR reports to facilitate business decisions 	
<p style="text-align: center;">Behaviours and personal qualities</p>	<ul style="list-style-type: none"> • Demonstrate professional approach and commitment to customer service • Ability to maintain confidentiality and sensitivity in all circumstances • Skilled communicator, able to share options for action both verbally and in writing • Ability to work collaboratively with others • Ability to show personal resilience and work in a fast paced environment and balance competing priorities to deliver to timescales 	

Employees are required to commit to demonstrating the behaviours and competencies set out in the Behaviours and Competency Framework, and to work towards agreed Behaviours and Competency framework Objectives.