

Grading

Job Description and Employee Specification

<u>Job title:</u> People Consultant	<u>Service area:</u> HR and Organisational Development
<u>Post number:</u> HROD1004-10	<u>Division:</u> People Consultancy, OD and Policy
<u>Grade:</u> 9	<u>Section/team:</u> People Consultancy
<u>Overall purpose of job:</u> Provide a full range of generalist HR and employee relations support to specific areas of the council and schools/academies. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> <ol style="list-style-type: none"> 1. Builds and sustains effective people consultancy relationships across specific council areas, developing an understanding of the work they do so that HR services are aligned and support the development of an engaged and high performing workforce. 2. Provides comprehensive and professional strategic and operational advice on complex matters of, organisational reviews, recruitment, transfers and TUPE, employment legislation, terms and conditions of employment, policy and practice, discipline, grievance, attendance management, performance management, pay and grading, equality, diversity and inclusion etc. to ensure council values are reflected and consistency is maintained. 3. Undertakes employee relations casework directly and also provides support to Investigating Officers on such casework including disciplinary, grievance, dignity at work, absence management, ill health retirement and capability. 4. Advises the chair at employee relations hearings, where delegated by the People Consultancy Service Lead. 5. Supports the development of people management skills within the council and schools/academies by supporting and coaching managers, school/academy leaders and employees to ensure a transfer of knowledge, as well as contributing to the development and delivery of specific HR training as subject matter experts. 6. Influences managers to embed a culture that embraces Equality, Diversity and Inclusion (EDI) in all people related activities including supporting specific EDI initiatives. 	

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7. Works closely with HR colleagues to promote knowledge sharing and skills development.
8. Develops and maintain effective working relationships with trade unions.
9. Provides advice and guidance on workforce and succession planning to managers and school/academy leaders to ensure an effective workforce in the short, medium and long term.
10. Supports maintained schools and academies in the delivery of change projects, e.g. reduction/reallocation exercises.
11. Supports the delivery of the council's transformation projects and people change initiatives, through input into the development of the initial concepts, implementation and their continuous review and development.
12. Contributes to the development and implementation of HR policies, procedures and guidance, to ensure they work in practice.
13. Produces and delivers professional reports and documents in concise, accessible, and engaging formats for a diverse range of audiences on all workforce matters e.g. workforce planning and demographics, sickness absence, employee relations case management, etc.
14. Manages the People Advisors.
15. Acts as a role model demonstrating positive behaviours that reinforce the council's values, acting as an ally to ensure an inclusive working environment.
16. Continually updates professional knowledge and skills, learning from good practice and keeping informed of HR trends and developments through research and networking.

Knowledge, skills and experience:

- CIPD qualified or equivalent experience.
- Excellent, up-to-date knowledge and understanding of the broad range of HR issues.
- Ability to understand and apply the wide range of terms and conditions of service and HR policies and procedures.
- Good working knowledge and understanding of employment law and its best practice.
- Knowledge and understanding of General Data Protection Regulation (GDPR).
- Comprehensive understanding of employee relations processes with experience of successfully delivering complex, multi-faceted investigations, including the presentation of cases.
- Excellent investigatory and analytical skills.

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- High level communication skills, both verbal and written, with the ability to convey information successfully in a concise manner to a variety of audiences.
- Strong interpersonal skills including influencing, persuasion and negotiation with the ability to develop productive working relationships.
- Ability to demonstrate empathy in challenging and emotive situations to ensure all parties are treated with mutual respect.
- Ability to successfully utilise workforce planning methodologies, engaging managers to ensure current and future workforce requirements are met.
- Ability to mediate in challenging situations.
- Ability to contribute to the development and delivery of training.
- Ability to manage, motivate and develop staff.
- Excellent IT skills including competent use of M365, including Word, Excel, Outlook and Sharepoint.
- Experience of maintaining and updating databases and systems.
- Excellent organisational skills with the ability to effectively plan own workload, delegate and manage competing demands and priorities.

Creativity and innovation:

- Responds to complex queries on employee relations matters, HR policies and procedures and terms and conditions of employment to ensure fair, equal and consistent treatment in line with legislative guidelines.
- Initiates interventions and identifies creative solutions to complex and contentious situations, ensuring that these are risk-based and proportionate.
- Provides comprehensive advice on the interpretation of terms and conditions of service, HR policies/procedures and employment legislation at all levels across the council and schools/academies providing robust solutions that ensure fair, equal and consistent treatment in line with legislative guidelines.
- Mediates between parties in dispute or conflict situations to try and achieve informal and successful resolution of issues.
- Creates complex, technical letters, reports and presentations for council wide meetings, hearings and appeals.
- Identifies and adopts a range of methods to present complex information to wide-ranging audiences to engage and influence stakeholders at different levels across the organisation including senior managers, trade union representatives, HR colleagues and the wider workforce and also schools and academies.
- Determines and applies the appropriate level of sensitivity, diplomacy, negotiation and persuasive skills to determine and deliver support, solutions, advice or responses to a wide range of complex and contentious issues.
- Designs, presents and facilitates training relating to HR matters.

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Contacts and relationships:

People Consultancy Service Lead – Daily - Discuss workload, oversight and discussion of casework, 1:1s, performance management, identifying training and development needs.

People Advisors – Daily - Workload allocation, oversight and discussion of routine casework, 1:1s, performance management, identifying training and development needs.

Head of HR, OD and Policy – As required - Discussions on complex case work, tribunals, settlements.

HR/OD Senior Management Team – As required - Contribution to effective delivery of HR&OD function.

Wider HR colleagues – Daily - Advice on policy interpretation, process queries and casework matters; information exchange.

HR/OD Policy and Research Specialist and Officer – Weekly - Discuss complex policy and employment law queries to resolve issues.

Senior managers and school/academy leaders inc. governors – Weekly - Advice on complex and contentious matters in relation to employee relations case work, HR policies and terms and conditions of service.

Employees – As required - Advice and guidance on HR policies; training, during consultation, employee relations processes including mediation, precautionary suspensions, fact finding interviews, hearings and appeals which are likely to be complex and contentious.

Other council colleagues – As required - Advice/outline and appraisal of options in relation to case work matters, e.g. Joint Evaluation Meetings, referrals to statutory bodies.

Trade union representatives – As required - Informal and formal negotiation and consultation on staffing reviews/changes and employee matters; responding to specific issues and/or cases, ongoing relationship management to achieve constructive and positive outcomes in often challenging situations.

Legal Services – As required - Liaison with the council's legal department and on occasion external counsel in relation to complex cases requiring a specialist legal view and/or attendance at tribunals which may be contentious.

Partner Organisations – As required - Liaison with other local authorities/employers for networking, information sharing, potential TUPE matters. DBS and professional regulation bodies for referrals after hearings.

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Decision making:

- Advises managers and school/academy leaders, employees and HR colleagues on HR policies and procedures and terms and conditions of service, identifying the most appropriate course of action.
- Decides on the appropriate and proportionate interventions in relation to complex and contentious employment related matters including associated documents e.g. letters and reports.
- Evaluates evidence and draws conclusions to follow the most appropriate course of action during casework and makes subsequent recommendations to senior managers and school/academy leaders in this respect.
- Decides on the most appropriate format and style of reports and presentations for complex casework hearings and appeals.
- Outlines and appraises options at Joint Evaluation Meetings to ensure that the most appropriate decisions are taken.
- Decides when to refer matters to senior managers.
- Decides on prioritisation of own workload and have oversight of the workload of People Advisors.
- Makes recommendations regarding the development of HR policies, practices and systems to support HR colleagues in ensuring working practices are legally compliant.

Responsibility for resources:

Financial resources: None.

Physical resources: None.

WORK ENVIRONMENT

Work demands:

- Works subject to deadlines involving conflicting demands from different sources (managers, school/academy leaders, employees, trade unions, HR colleagues) that lead to the frequent reprioritisation of work and changing circumstances. Some deadlines are critical in terms of meeting procedural and legal timeframes.
- Managing/supporting People Advisors.
- Subject to regular interruption in response to frequent queries from employees, managers, senior leadership and school/academy leaders. Some of these matters require an immediate response, e.g. precautionary suspensions.

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Physical demands:

Normal physical effort.

Working conditions:

Normal agile working environment across both office and home locations but does require the post holder to visit different workplaces and sites.

Work context:

Exposure to contentious issues when dealing with complex casework, investigations and trade union consultation and negotiation. Can deal with sensitive and emotive situations e.g. precautionary suspensions, sickness absence, ill health retirements and tribunals.

Position in organisation:

Indicate how many staff the post is directly accountable for:

Circa. 1

Are posts in more than one location? Yes ☐ No ☒

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☒ No ☐

Please indicate which post(s)



Job Description Version Control	
Date evaluated	9 July 2024
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> Excellent, up-to-date knowledge and understanding of the broad range of human resource issues. Ability to understand and apply the wide range of local government terms and conditions of service and HR policies and procedures. Deep understanding of employee relations processes with experience of successfully delivering complex, multi-faceted investigations, including the presentation of cases. Excellent investigatory and analytical skills. Ability to mediate in challenging situations. Ability to contribute to the development and delivery of training. Ability to successfully utilise workforce planning methodologies, engaging managers to ensure current and future workforce requirements are met. Excellent IT skills including competent use of M365, including Word, Excel, Outlook and Sharepoint. Experience of maintaining and updating databases and systems. 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> Good knowledge and understanding of employment law and its best practice. High level communication skills, both verbal and written, with the ability to convey information successfully in a concise manner to a variety of audiences. Strong interpersonal skills including influencing, persuasion and negotiation with the ability to develop productive working relationships. Ability to demonstrate empathy in challenging and emotive situations to ensure all parties are treated with mutual respect. Ability to manage, motivate and develop staff. 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> CIPD qualified or equivalent experience. 	
Working Arrangements	Interview
<ul style="list-style-type: none"> Ability to work in an agile manner. Ability to transport oneself around North Lincolnshire in a timely manner. 	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> 	

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Education, Training and Qualifications	Original documents
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Working Arrangements	Interview
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THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐No ☒

Political restriction

Yes ☐No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☐No ☒

• Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021