

# Job specification



**Job title: HR Advisor – HR Operations**

**Service: Human Resources & Organisational Development**

**Grade: Grade 6**

**Reporting to: HR Business Partner**

## Your job

The HR and OD Service are responsible for delivering a full Human Resource and Organisational Development function across the whole of Wigan Council, schools who buy back our services and other external partner organisations.

You will predominantly support the service by providing operational HR advice and guidance to both our internal and external customers. You will play a key role in enabling the provision of a solutions based 'HR Advice Hub', through 'first call resolution' of front-line HR enquiries. In addition, you will support management with investigating and presenting their case at a hearing, including disciplinary, grievance, absence and performance management.

You will provide professional direction in accordance with the relevant policies and procedures, as well as the appropriate employment legislation, on employee relations matters such as disciplinary, grievance, absence management, dignity at work and performance capability. You will also be required to build and maintain effective working relationships with customers and trade unions.

You will be expected to travel across Wigan Borough in line with the needs of the business and out of borough, in accordance with the needs of our external customers.

## Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

On an ongoing basis you will:

- Provide accurate and business focused HR advice to our internal and external customers
- Assist managers in the timely completion of disciplinary, grievance and dignity at work investigations and the preparation of absence management cases
- Support the 'HR Advice Hub' in the resolution of front-line enquiries through first call resolution
- Support management in presenting their case at formal hearings, including grievance, absence management, disciplinary and performance management
- Undertake the analysis of absence management data on a monthly basis and identify appropriate solutions for underperforming areas and report issues of concern to the HR Business Partner
- Support managers with the preparation and presentation of information at relevant meetings
- Provide relevant support to enable the delivery of key HR projects
- Assist HR colleagues with the implementation of Organisational Change processes
- Operate in line with appropriate policies and procedures and relevant employment legislation

- Liaise with key stakeholders such as trade unions as and when required
- Assist with identifying business focused solutions that enable managers to effectively deal with operational HR matters
- Develop yourself to continuously improve skills, knowledge and experience through appropriate CPD opportunities
- Provide support to HR Assistants to aid their development as and when required
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need

You must be able to demonstrate the following essential requirements:-

- CIPD Level 5 qualification or equivalent level of experience, knowledge and skills relevant to role
- Associate Member (or working towards associate membership) of the Chartered Institute for Personnel and Development
- Experience of providing professional direction on HR/employee relations matters
- Understanding of employment law and Local Government terms and conditions of employment
- The ability to assist in identifying service improvements and modernise working practices in using new technologies
- Good influencing and negotiation skills
- Evidence of the ability to support projects within agreed timescales
- The ability to support with the preparation and presentation of information to a range of audiences
- The ability to break down problems and provide business focused solutions
- The ability to work effectively on own initiative, but also work effectively as part of a team
- Excellent interpersonal skills and the ability to build and maintain effective working relationships with customers, colleagues, trade unions and external partners
- Good level of ICT skills including the ability to operate Microsoft packages
- The ability to work flexibly and travel (when required) to provide support to our customers across the Wigan borough and out of the Wigan borough. You will hold a current valid driving licence/ be able to demonstrate the ability to travel as necessary

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

## **Staff Deal**

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### **Our part**

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### **Your part**

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough