

Job specification



Job title: HR Business Partner

Service: Human Resources & Organisational Development

Grade: G10

Reporting to: HR Business Manager

Your job

You will lead and provide professional direction to the delivery of the HR strategy, acting as a change agent for managers, employees and other customers including external partners and customers.

You will support senior leaders and senior managers in leading on highly complex areas of HR / employee relations and organisational and transformational change, ensuring the delivery of customer focused solutions/outcomes.

You will manage and lead a team of HR professionals and will work with the wider HR & OD service, to ensure objectives are fully met and that operational delivery embodies the Be Wigan behaviours.

You will also act as Customer Relationship Manager for designated Directorates/Services, developing strong relationships with senior leaders/managers and stakeholders, ensuring the delivery of strategic priorities and plans. This will include developing intelligence regarding the workforce challenges within that Directorate/Service and providing recommendations on HR & OD solutions to respond to these challenges.

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

In the first 6 - 12 months, you will:

- Develop and embed the Customer Relationship Manager model and influence how HR & OD services will look in the future in order to respond to changing needs and priorities.
- Support the implementation of the future Reservist model.
- Assist in the development of our business model, taking into consideration the direction of the Council.
- Support the digital transformation agenda, developing and improving upon the way in which we deliver our service to our customers through technology.
- Work to build effective and ongoing relationships with key colleagues from across the Council, customers, partners and Trade Unions.
- Play a significant role in the review and development and adherence to service standards for customers.

On an ongoing basis you will:

- Act as Customer Relationship Manager for designated directorates(s)/service(s), developing strong relationships with senior leadership/management and stakeholders to ensure the delivery of corporate and directorate strategic plans and priorities, with a focus on workforce.
- Identify how HR & OD will enable the operational achievement of strategic plans and priorities – engaging and working with HR & OD colleagues, and other Council services, to ensure that the workforce elements of those plans and priorities are delivered by developing appropriate and realistic work streams.
- Identify key workforce issues/people challenges on an on-going basis, and provide professional strategic advice, direction, guidance, and support to senior leaders/managers in providing solution focused advice in the resolution of those issues.
- Interpret management information/data intelligence to proactively identify issues and trends within the directorate(s)/service(s) and make recommendations to senior leadership/management regarding proactive action that can be taken to address.
- Influence, persuade, question and challenge as appropriate to get to the source of people and service issues to ensure effective HR management within the directorate(s)/service(s).
- Manage, coach, develop and inspire the HR Operations Team, including providing for professional development, succession planning and talent management Support and provide professional direction to the Chair/Panel at complex/sensitive HR / Employee relations matters.
- Identify business focused solutions to empower and lead an enabling culture for customers in delivering complex HR resolutions.
- Be responsible for casework governance in your service area, providing regular updates to the HR Business Manager, and taking action to mitigate and highlight associated risks to the relevant officers.
- Operate in line with appropriate legislation, including employment law, and provide best-practice and solution-based options to the customer.
- Create a professional, business focused environment within the service, ensuring any anticipated challenges are mitigated and appropriate action is taken.
- Ensure integration and collaborative working across the HR & OD service working with other Council services when supporting the transformation of services
- 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 7 qualification or equivalent experience/knowledge/skills
- Chartered or Fellow Member of CIPD (Chartered MCIPD) – or evidence of working towards
- Significant experience of providing professional direction to Senior Management, on complex HR / employee relations issues
- Experience of effectively working towards the business strategy, achieving clear quality standards, targets and outcomes

- Proven ability to build effective relationships and work constructively with Senior Management and stakeholders including Trade Unions
- Excellent professional influencing and negotiating skills
- Evidence of strong project management skills with ability to deliver to strict deadlines
- Strong decision making skills and ability to provide a solution based service
- Experience of supporting transformational work streams and complex transformation programmes
- Strong understanding of employment law and Local Government terms and conditions of employment
- Experience of providing bespoke customer service resolutions within a HR context
- Excellent interpersonal skills
- Ability to manage a team delivering professional HR advice and support
- Ability to work flexibly and travel in and out of the borough (when required) and hold a current valid driving licence

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

Be Kind... be helpful, generous and thoughtful towards yourself and others

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

Engage... I connect with others both within and beyond the organisation

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

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional

- 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

- 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