



## Role Profile

<b>Job Title:</b> Team Leader, HR Advisory Team	<b>Role Profile Number:</b> ENH151
<b>Grade:</b> Q	<b>Date Prepared:</b> October 2020
<b>Directorate/Group:</b> HROD	<b>Reporting to:</b> HR Operations Manager
<b>Structure Chart attached:</b>	

### Role Context

The Council has significant challenges ahead, including delivering service improvement in an environment where the demand for public services is increasing, against a backdrop of reduced resources. The way in which public services are delivered will continue to evolve and change, and the Council wants to be at the forefront of enabling safe, strong and prosperous communities.

### Job Purpose

Reporting to the HR Operations Manager this role will develop; manage and lead a professional HR Advisory Team to support managers on employee casework: performance, absence, disciplinary, capability, grievances, appeals, probationary, redundancy and other casework relating to terms and conditions of employment and ensure a consistent approach on how advice and support is provided.

They will lead on effective employee disputes resolution and escalation procedures, ensuring that timely intervention is implemented at an enquiry stage.

The advisory team also provides support for managers leading on consultation programmes relating to terms & conditions of employment, redundancy and change, ensuring that the implementation of programmes are in line with legalisation and council policy. This is a “hands on” role and will be required to undertake as well as oversee casework and the implementation of employee consultation programmes.

Support requests may come from a variety of sources across the council as well as from HROD, therefore a key part of this role will be to manage activity using risk indicators to prioritise work and apply various methods of support. This role will work closely with service area leads, line managers and HROD colleagues to agree appropriate levels of support in a timely way.

This role will build effective working relationships with trade union colleagues and employee representatives as part of consultation programmes and casework activity.

This role will manage and monitor external cases made via ACAS and employment tribunal applications, working closely and supporting the council's legal representatives.

The role will report on HR performance metrics and insight data & analysis on a monthly basis.

This role will be a senior member of the HR Operations Team and will work in partnership with Payroll, OD, Systems, Resourcing and HR Central services, consistently driving opportunities for improvement and resolving issues efficiently.

### **Key Accountabilities**

- To create a dedicated and skilled team to deliver a modern and professional service, one that's thought of highly at all levels throughout the council.
- To coach and develop a team of Advisors to support managers and meet HROD KPI's
- To lead on employee relations and provide recommendations for employee casework process improvements.
- Proactively oversee and manage end to end complex employee relations cases, coaching HR and Line Managers as required on how to address such people issues.
- To lead on effective employee disputes resolution procedures. Provide timely intervention on employee enquires & complaints and provide service area recommendations and instruction as required.
- To provide consistence, effective and professional advice to managers at all levels, ensuring that the team provides and applies the correct procedures and up to date advice, in line with employment law requirements and council policy.
- To support managers on the implementation of consultation programmes and ensure these are in line with Council policy and employment law legislation.
- Coach line managers to build capability and promote ownership for managing their people issues.
- To support managers on trade union and employee representatives activity, ensuring that the appropriate guidance and advice is in line with current employment law and council policy but equally important that it is in line with national and local agreements for the council and local government.

- Undertake complex casework activity and support managers with implementation of employee consultation programmes as required
- Track, monitor and respond to: Employment Tribunals and ACAS reconciliation applications as well as employee severance cases. Providing recommendations on case resolution to the HR Operations Manager.
- Provide monthly metrics on HR Advisory casework and activity as well as insights to Senior HROD Team and HR Operations Manager.
- Manage risk and escalate as required on case management issues in a timely way.
- Work in partnership with legal teams on court cases and support co-ordination of court documents
- lead a team ensuring priorities, objectives and expectations are clearly communicated
- Organise resources effectively when demands on the team are high
- Actively managing people and processes within the team, working closely with colleagues and customers, to deliver consistent and straightforward solutions.
- Complete HR1 forms as requirement on behalf of the council as well as other legal documentation.
- Represent HR at multi-agency strategy meetings where relevant/appropriate, advising on HR issues in relation to Child Protection/Vulnerable Adult allegations and safeguarding issues.
- Create effective working relationship with trade union and employee representative colleagues.
- Work in partnership to improvement Council compliance and commission audits and audit investigators as required.
- Support HR Change Partners on the application of the TUPE transfer process for employees around the legal requirements, payroll & pension requirements, consultation & engagement with staff and unions – as well as due diligence and required timelines.
- Contribute and be an active player in HROD Project work including the MEE, Pay & Reward and Culture Programme. This may involve a variety of HR related activities but specifically your involvement will be to lead consultation implementation activity as required.
- Ability to understand from a tactical perspective the way in which behaviour, relationships and

communication impact across the organisation. Also to think creatively about the way in which issues might be addressed, and engaging other areas of the business where appropriate.

- To ensure continuous organisational performance improvement via partnership- working with L & D Advisors, specifically in relation to Line Manager coaching/training.

### **Supplementary Accountabilities**

- Build strong, credible, professional relationships with managers at all levels, internal colleagues, and with external contacts and partners.
- Negotiate, consult and liaise with local and regional trade union representatives, dealing with group/individual employee issues and contributing to wider, formal consultation exercises.
- Explore innovative ways to resolve conflict at work, including mediation
- Work in collaboration with Transactional HR to achieve consistent and cohesive HR outcomes

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- An experienced HR professional dealing with trade unions; TUPE, Organisational consultation programmes and employee engagement.
- Significant experience of casework management; disciplinary, grievance, attendance and well-being, conduct and performance  
Significant employment legislation knowledge and practical application in HR policy and process
- Up-to-date employment law knowledge, practical application on case management and ability to apply and implement process and policy change
- Strong verbal and written communication skills
- Solid understanding and experience in applying employee relations and employment practices in order to manage employee issues.
- Effectively applies performance management to create a strong performance culture.
- An understanding of and experience in the application of insight and using data to implement change and monitor performance
- Evidence of collaboration across a complex organisation
- Project management skills and experience
- Strong diagnostic skills leading to sound judgment and decision making
- To be able to deploy HR process, policy, practice, tools and techniques as required

**Qualifications**

- CIPD level 5 - Level 7 desirable
- Degree-qualified or equivalent
- Coaching, mentoring and mediation qualification desirable

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Senior HR Advisor x 2</li> <li>• HR Advisor x 1</li> <li>• HR Apprentice</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Other HR team members including OD and L&D colleagues
- Lawyers and legal representatives
- leadership teams within the business
- Unions and employee representative groups
- Elected members
- External partners
- External bodies including ACAS
- LGW and other local government bodies

**Swindon Borough Council Our Manager Competencies**

- Managing Self – Managing your time, priorities and resources to achieve goals and meet personal learning and development needs
- Managing People – Learning, engaging, developing and motivating employees to perform their best
- Managing Change – Helping others to approach changes at work in a way that seeks to ensure their commitment and enthusiasm for achieving council objectives
- Managing information – Working in a informed way, making good decisions based on relevant information and data
- Managing Partnerships and Relationships – Building effective working relationships and ensuring partnerships are effective and focused on outcomes

- Managing Resources – Achieving objectives through effective planning and allocation of resources
- Managing Activities – Managing the activities of teams to achieve business priorities within agreed time scales and budgets
- Managing Risk – Actively seeking to identify, evaluate and mitigate risks and threats to business continuity and the achievement of council objectives

### **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes