

Job profile

Service and job specific context statement

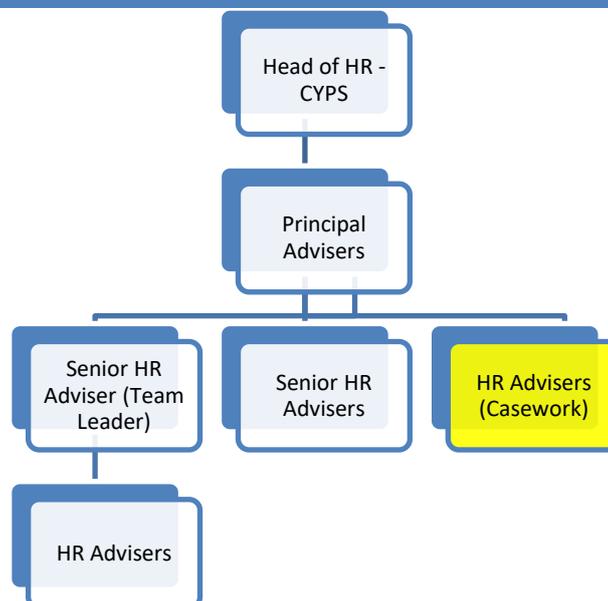
Directorate:	Central Services
Service:	Human Resources
Post title:	HR Adviser (casework) NYHR
Grade:	I
Responsible to:	Principal Adviser with day to day supervision undertaken by Senior HR Adviser
Staff managed:	None
Date of issue:	August 2019
Job family:	P&T - Professional & Technical

Job context

The world of Education is a rapidly changing environment presenting challenge and opportunity: we are a responsive, solution focussed HR service providing a high standard of professional advisory support to circa 400 educational settings. Our customers include Local Authority Schools, Independent Schools Academies and Early Year settings both within and beyond North Yorkshire's boundaries including York, Teesside, Redcar, West Yorkshire and East Riding. The HR Adviser (caseworker) role is varied, challenging and rewarding and acts as named contact for a patch of schools. The role supports school leaders and managers with a full range of staffing casework and contributing to policy development.

Although there is a requirement to attend County Hall on a fairly regular basis, the postholder will be fully enabled through mobile technology and encouraged by management to work in a highly agile way at locations across the County, including home. This role involves spoken communications so a confident use of English language is required.

Structure





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Job Description

Job purpose	<p>Act as the named contact for an allocated patch of schools, providing professional advice and guidance tailored to individual needs of the setting on a broad range of staffing related casework issues. Deliver a high quality, commercial HR service in line with our Service Level Agreements.</p>
Operational management	<ul style="list-style-type: none"> • Provide advice and guidance on the whole range of employment issues and case work, leading on case work as appropriate. • Ensure links between service areas are developed and maintained to provide an efficient service. • Provide a consultancy that is proactive in the provision of advice and guidance, working with managers, staff and stakeholders to achieve service aims and targets. • Act as a “coach” to managers, supporting and advising managers to effectively manage staff, and providing ‘critical friend’ challenge on working practices as required. • Develop, deliver and evaluate interventions, including training and workshops to managers on people management matters to ensure managers have the required knowledge, skills and understanding of key HR policy, procedure, initiatives and changes. • Provide a complete ‘end to end’ service delivery, establishing ownership and closure as needed. • Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, taking the lead on related policy and process, determining appropriate learning requirements and resources and ensuring HR colleagues are sufficiently briefed and aware of the subject matter. • Operate as a reflective practitioner in relation to personal skills and operating practices, as well as engaging in a peer review approach. • Support managers presenting cases to employment related panels e.g. disciplinary and in addition, provide advice to panels as required.
Communications	<ul style="list-style-type: none"> • Develop and maintain effective relationships with school leaders to ensure a high quality service and retention (and expansion where appropriate) of client base • Respond effectively to queries from customers, ensuring the highest level of customer care by assuming ownership and closure including accurate and timely responses to clients in line with SLA requirements. • Responsible for developing and maintaining effective relationships with HR colleagues, managers, partners and stakeholders. • As appropriate, acts as a mentor/coach to other staff, leading on development activities for the team as required.
Partnership / corporate working	<ul style="list-style-type: none"> • Contribute to policy development, consultation and implementation process. • Contribute to and represent HR and NYCC at working groups, meetings and corporate groups. • Lead on Directorate and Corporate projects as appropriate with support from relevant HR colleagues.
Resource management	<ul style="list-style-type: none"> • Utilise management information to facilitate achievement of objectives; • Provide high quality solution focussed advice and guidance on relevant terms and conditions and employment policies, in a complex environment of a varied customer base with a wide range of contexts, policies and practices.



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	<ul style="list-style-type: none"> Identify and recommend appropriate action to Senior HR Advisers, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives. Provide support to other team members, actively participating in a 'buddy' support system and reflective sessions
Systems and information	<ul style="list-style-type: none"> Requirement to use a range of computer systems including, MS Office, appropriate HR systems, Intranet/Internet. Adopt new ways of working when new systems are introduced, use systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. To utilise key HR systems and promote benefits of the systems with managers, support managers to use systems and monitor compliance.

Person Specification

Essential upon appointment	Desirable on appointment
<p>Knowledge</p> <ul style="list-style-type: none"> In depth knowledge of employment legislation covering a wide spectrum of issues Good understanding of application of HR Policies/procedures in practice to result in required outcomes 	<ul style="list-style-type: none"> Schools and local management of schools Knowledge of National and Local Conditions of Service Knowledge of change management processes Degree HR related qualification or Graduate or Associate membership of CIPD or equivalent (will move to essential for new appointments)
<p>Experience</p> <ul style="list-style-type: none"> Significant experience of managing and advising on a wide range of HR related issues with minimal supervision Successfully leading on casework and taking a risk based approach Leading/supporting Directorate and Corporate projects Supporting Directorate strategies/service developments Experience of advising and supporting managers to address staff issues resulting in desired outcome Working in a pressurised environment and able to manage a busy workload with competing priorities 	<ul style="list-style-type: none"> Experience of working in a corporate and political context Experience of coaching and developing managers Proven and effective experience in supporting change management programmes
<p>Occupational Skills</p> <ul style="list-style-type: none"> Policy implementation skills IT skills and ability to interpret and analysis data Communication, presentation and interpersonal skills Problem solving skills and the ability to find innovative solutions Influencing and negotiating skills Risk management and assessment Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately A coaching based approach to support managers and develop 	<ul style="list-style-type: none"> Policy formulation skills Mentoring



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- Delivering briefings and training to managers
- Flexibility and ability to work with ambiguity
- Good standard of literacy and numeracy to level 2 or equivalent

Other Requirements

- Self-Motivated
- Commitment to Equal Opportunities
- Ability to travel around the county
- Team worker/collaborative working

Behaviours

[Link](#)

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.