



Job profile

Service and job specific context statement

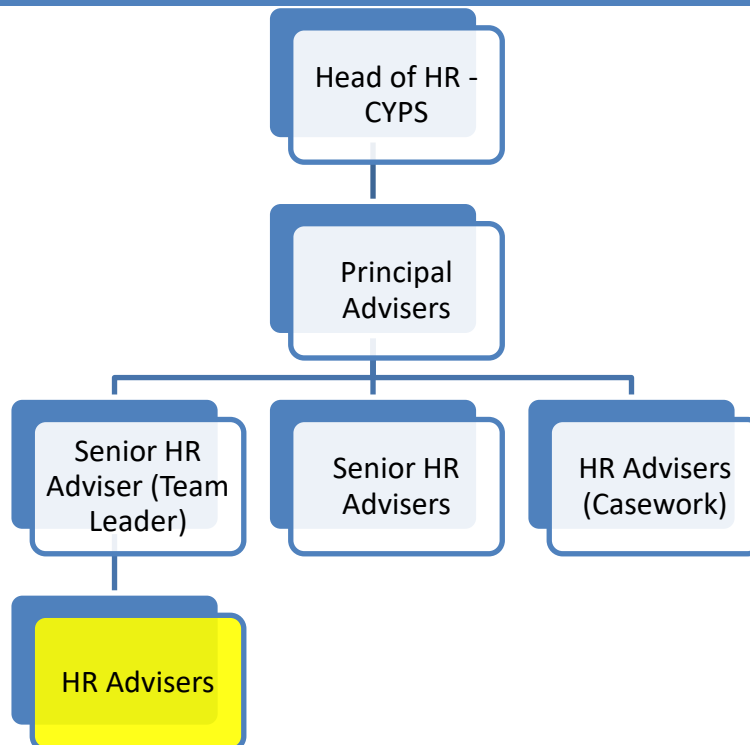
Directorate:	Central Services
Service:	North Yorkshire HR
Post title:	Human Resources Adviser (Schools)
Grade:	G
Responsible to:	Senior HR Adviser (Team Leader)
Staff managed:	None
Date of issue:	January 2019
Job family:	P&T - Professional & Technical

Job context

The post holder will support school leaders on a range of employment related queries and tasks. There is a need for excellent organisational skills and flexibility with post holders working on a number of tasks at any one time.

In addition, the post holder will be expected to project manage smaller pieces of work.

Structure





Job profile

Job Description

Job purpose	<p>Act as the contact for an allocated patch of schools, dealing with attendance related case issues, delivering a high quality, commercial HR advisory service in line with our service level agreements.</p> <p>Participate in a rota to man the NYHR helpline, providing advice in relation to HR policies, procedures, terms and conditions.</p> <p>Post holders will support Headteachers and other school leaders to develop their skills through provision of quality professional advice, support and where appropriate, coaching on low risk staff management issues.</p>
Operational management	<ul style="list-style-type: none"> • Lead on attendance management cases and, where appropriate, other employee relations matters, escalating case ownership as appropriate should cases become more complex in nature. • Cover the HR helpline as required responding to queries via phone, e mail and live chat. • Provide advice and guidance on the whole range of employment related issues, terms and conditions, policies and procedures. • Provide a professional and efficient point of contact for those contacting the team. • Contribute to the continuous improvement of policies and procedures by identifying recurring issues to be progressed and providing feedback. • Support the redundancy process by calculating estimates and processing other paperwork in a timely manner. • Support the job evaluation process as required including any related administration • Support the delivery of training and development workshops as required.
Communications	<ul style="list-style-type: none"> • Develop and maintain effective relationships with Heads, other school leaders, managers and staff, stakeholders (in and outside of NYCC) and HR colleagues to ensure service delivery. • Respond effectively to queries from customers ensuring the highest level of customer care by establishing ownership and closure as needed including accurate and timely responses to emails and calls
Partnership / corporate working	<ul style="list-style-type: none"> • Develop and maintain effective relationships with partners/customers where required to ensure service delivery.
Resource management	<ul style="list-style-type: none"> • Provide high quality solutions, advice and guidance on relevant terms and conditions and employment policies, procedures and processes, including NJC, JNC, Soulbury and Teachers conditions of service. • Provide appropriate support to other HR team members • Work with managers and staff to ensure that they understand terms & conditions sufficiently to ensure that employment related data is accurate and recorded in a consistent manner.
Systems and information	<ul style="list-style-type: none"> • Extract and present information to aid decision-making (e.g. from Resourcelink). • Use a range of systems including Resourcelink, Lagan, Microsoft Office and the Intranet/Internet. • Adopt new ways of working when systems are introduced/changed. • Use systems to manage and progress enquiries & case work, produce documents, record information, analyse and report on relevant data and to maintain effective communication.



Job profile

	<ul style="list-style-type: none"> Where required, review data produced for governance purposes, identify issues and exceptions and take appropriate action in relation to this.
Planning and Policy	<ul style="list-style-type: none"> Support HR Projects as appropriate with support from relevant HR colleagues.

Person Specification

Essential upon appointment	Desirable on appointment
<p>Knowledge</p> <ul style="list-style-type: none"> Some basic knowledge of employment legislation Equality and Diversity issues and legislation Some basic knowledge of some HR processes e.g. changes to terms, payroll, redundancy etc. Awareness and understanding of organisational context 	<ul style="list-style-type: none"> Schools and local management of schools National and local conditions of service Working in a corporate and political context within a unionised environment Understanding of Attendance Management processes
<p>Experience</p> <ul style="list-style-type: none"> Experience of working with leaders/managers at all levels. Experience of one of the following functions; HR, Payroll, other employee-related administration Experience of working in a customer-focussed service 	<ul style="list-style-type: none"> Proven and effective generalist HR experience Experience of working in education or with education providers Experience of working in a commercial context Project Management
<p>Occupational Skills</p> <ul style="list-style-type: none"> Ability to work in a pressurised environment dealing with numerous work tasks/areas simultaneously Ability to respond to changing circumstances whilst maintaining a clear view of priorities. Risk management and assessment in delivery of advice/support and addressing staffing issues Ability to be flexible and adaptable to enable work deployment across all council areas including schools Ability to challenge and influence managers and colleagues as appropriate Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge, influence and negotiate with managers and staff appropriately. Data analysis and interpretation IT skills Communication, presentation and interpersonal skills, ability to listen, influence, persuade and negotiate effectively with people at all levels. 	<ul style="list-style-type: none"> Budget Management skills Change Management Ability to thrive on ambiguity, complexity and uncertainty Coaching / mentoring Problem solving with the ability to find innovative solutions
<p>Professional Qualifications/ Training/ Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> Commitment to continuing professional development. 	<ul style="list-style-type: none"> Graduate Membership of CIPD or eligibility with equivalent experience Degree in HR or similar subject area or graduate capability
<p>Other Requirements</p> <ul style="list-style-type: none"> Self-motivated 	



Job profile

- Resilient
- Team worker / collaborative working
- Ability to travel around the County

Behaviours

[Link](#)