



Job profile

Service and job specific context statement

Directorate:	Central Services
Service:	Human Resources and Organisational Development
Post title:	Senior HR Adviser – NYHR
Grade:	Grade L-M
Responsible to:	Principal HR Adviser
Staff managed:	None
Date of issue:	June 2018
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. We are continuing to successfully grow our customer base thanks to the relationship management of our excellent team.

The Senior Adviser role is varied, challenging and rewarding - dealing with a complex employee relations caseload, including sensitive safeguarding work, and provide a hands on commissioned investigatory service. Taking lead responsibility for strategic targets within the service plan and contribute to policy development, leading on consultation with union colleagues as appropriate. 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.

Career progression

Grade L Criteria:

- Provides advice and guidance to customers on complex employment and employee relations issues including delivering a consultancy service working with managers to achieve service aims and targets;
- Responsible for supporting managers in the development of effective management of staff, challenging and changing management behaviour and practices as required;
- Leads and contributes to specific strategic initiatives and projects, working with partners, customers and stakeholders as appropriate to achieve aims;
- Effectively represents NYHR at external meetings and Tribunals;
- Responsible for developing and maintaining effective relationships across the organization, with partners and stakeholders;

Grade M Criteria:

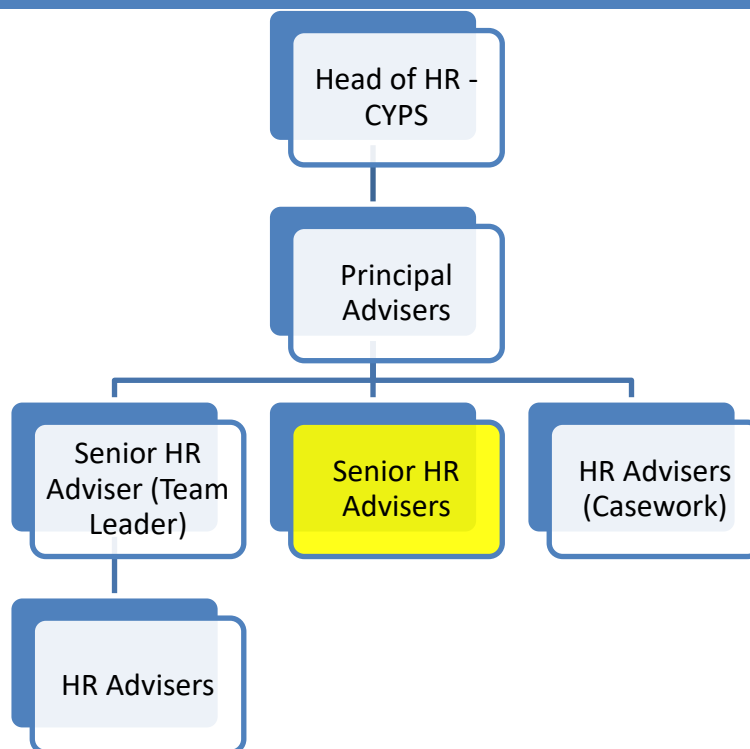
- Leads on a range of strategic initiatives and projects, working with partners, customers and stakeholders to achieve aims;
- Provide advice and reports to leadership/management team on workforce and staffing issues
- Have significant in-depth knowledge of the operating context including a understanding of workforce issues and service priorities.



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- Contributes to service objectives, and leads on transformation staffing issues, working with senior managers to achieve service improvements and efficiencies;
- Responsible for developing and maintaining effective relationships and quality service provision with external customers and partners;
- Acts as a mentor / coach to other staff, leading on development activities for the team and the service.

Structure



Job Description

Job purpose

To work with schools & managers to support the efficient and effective delivery against Service Level Agreements, Service Plans, and the Authority's People Strategy and Workforce Plan, leading on the delivery of initiatives as appropriate.

To lead and contribute to strategic change management initiatives, projects and plans.

To work with Workforce Development colleagues to support and deliver change and effective performance management. To undertake complex casework. To support schools & managers to develop their skills through provision of coaching, briefings and training on staff management issues.

Operational management

- Provide advice guidance and challenge to schools & managers on complex/difficult employment and employee relations issues focussing on performance and linked to service / customer outcomes;



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	<ul style="list-style-type: none"> Supporting senior managers in the development of effective management of staff, challenging and changing management behaviour and practices as required; Manage a range of projects and complex casework with relevant schools & managers Develop, deliver and evaluate interventions, including training, workshops, coaching and mentoring and events to schools and managers on staff management matters to ensure managers have the required knowledge, skills and understanding of key staff policy, procedure, initiatives and changes; As appropriate, act as mentor / coach to other staff, leading on development activities for the team and the service. Take a 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.
Communications	<ul style="list-style-type: none"> Responsible for developing and maintaining effective relationships with school leaders, managers, partners and stakeholders; Represent the service and North Yorkshire County Council through positive contribution at meetings, hearings and other internal and external fora; As appropriate, deputise for Principal Adviser at Corporate / Strategic groups, and represent the service at Senior Management Level.
Partnership / corporate working	<ul style="list-style-type: none"> Responsible for developing and maintaining effective relationships and quality service delivery with external customers and partners.
Resource management	<ul style="list-style-type: none"> To support strategic change, promote and enable continuous improvement through the monitoring and review of quality standards and performance, implementing service improvements as appropriate; Responsible for the provision of professional guidance and supervision to managers and colleagues on complex/difficult casework activity within the service area.
Systems and information	<ul style="list-style-type: none"> To utilise key HR systems i.e. Resourcelink, My View, Insight, EDRMS and promote the benefits of these to managers, supporting them to best use systems.
Strategic management	<ul style="list-style-type: none"> To lead and contribute to specific strategic initiatives and projects, working with schools, partners, managers and stakeholders as appropriate to achieve aims; Contribute to Corporate objectives and lead on change/ staffing issues as appropriate, working with senior managers to achieve service improvements and efficiencies; Contribute to Policy development, consultation and implementation processes through portfolio working arrangements.

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> Understanding of whole council and different service areas In depth knowledge of employment legislation and professional development National and local conditions of service 	<ul style="list-style-type: none"> Education sector Safeguarding children procedures



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<ul style="list-style-type: none"> • Working in a corporate and political context within a unionised environment • Equality and Diversity issues and legislation • Demonstrable knowledge of all elements of the change management process. • Awareness and understanding of organisational context and impact on focus of service 	
<p>Experience</p> <ul style="list-style-type: none"> • Proven and effective generalist HR experience • Proven and effective experience in supporting change management programmes • Complex casework • Experience of working with managers at a senior level 	<ul style="list-style-type: none"> • Project Management • Management experience • Providing HR support in the education sector • Experience of working in a commercial context
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strategic/Project planning • Ability to work in a pressurised environment dealing with numerous work tasks/areas simultaneously • Ability to operate strategically responding to changing circumstances whilst maintaining a clear view of priorities. • Change Management • 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 school leaders, managers and colleagues as appropriate • Policy formulation/implementation skills • Performance Management • 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 • Ability to thrive on ambiguity, complexity and uncertainty • Coaching / mentoring • IT skills • Communication, presentation and interpersonal skills, ability to listen, influence, persuade and negotiate effectively with people at all levels. • Problem solving with the ability to find innovative solutions • Time management / prioritisation 	<ul style="list-style-type: none"> • Budget Management skills
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Degree or graduate capability • Membership of CIPD or eligibility with equivalent experience 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Self-motivated • Resilient • Team worker / collaborative working • Ability to travel around the County 	
<p>Behaviours</p>	<p>Link</p>



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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.