

Education and Inclusion

HR Business Partner – Employee Relations Specialist

Job Description and Person Specification

March 2022

Job Description

Post:	HR Business Partner – employee relations specialist
Grade:	LBR14
Department:	People Directorate
Service:	Education and Inclusion
Direct Reports:	Management of HR team member
Reports to:	Head of Customer and Staff Development

Context:

Over the last six months, we have been developing our income generating HR offer to schools and building relationships with our customers. This role is key to providing a responsive, professional, customer focused and flexible employee relations HR service to head teachers, governors, business managers and staff in schools across Redbridge.

You will be the lead Employee Relations HR Business Partner to schools in Redbridge, responsible for managing cases and providing advice to schools that helps them to support their staff and deliver strong education to the young people in the borough. You would also be supporting any employee relation cases within the Education and Inclusion department and helping the team to develop and engage our staff so they can support schools effectively.

As a member of Education and Inclusion's HR team, you will be driven to achieve the best and be hardworking, respectful and professional to our colleagues and customers. You will deliver a high-quality customer service in a fast-paced, customer focused environment and be able to adapt rapidly to shifting demands and priorities and be flexible whilst maintaining a high level of professional credibility.

The cases we manage are constantly changing and no two days are the same. You will need to be able to adapt rapidly to shifting demands and priorities and be highly responsive. It is a challenging role but at the same time, highly rewarding as we can see the difference we make to staffing and in turn, the education of children in the borough.

Generic accountabilities:

1. Act as a role model for the approach and behaviours expected of all staff in Education and Inclusion and contribute to the achievements of our priorities.
2. Ensure that you work collaboratively with HR colleagues within Education and Inclusion and the Corporate HR service
3. Develop sustained structures, systems, policies and processes to enable the effective delivery of HR services to schools and within Education and Inclusion.
4. Engage schools, senior managers, managers and other stakeholders to align delivery to best practice in workforce management.
5. Manage the service in a way that promotes the Council's approach to diversity and inclusion, at all times to carrying our responsibilities/duties within the Council's Dignity at Work Policy.
6. Ensure that duties are undertaken with due regard and compliance with the General Data Protection Regulations and other legislation ensuring the integrity and security of confidential information.
7. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and related legislation.

Main duties and responsibilities:

For schools

Employee relations casework

1. Act as the lead HR professional with regards to employee relations (ER) with schools and to work with head teachers to implement ER policies effectively and be responsible for statutory HR obligations to schools.
2. Coach, advise and support schools on complex staffing issues in the areas of performance management, absence management, conduct and capability and other relevant ER areas
3. Manage complex ER cases from end to end to achieve effective outcomes for schools and individuals, providing a high quality service throughout the process, including absence management, grievance and disciplinary.
4. Work closely with trade unions/ Acas when required in relation to ER cases
5. Provide professional ad hoc advice with solutions to schools on ER related issues to facilitate the effective management of people resources and issues
6. Advise schools on risks, benefits and options to achieve effective operational people management and negotiate with schools and trade unions to achieve results that minimise risk to the school
7. Work with the Operational Director of E&I, corporate legal and HR teams on schools' cases referred to Employee Tribunals to prepare information and data as required
8. Work with the Operational Director for Education and Governor panels on the recruitment of head teachers, liaising with third parties as required and ensuring all HR administrative processes are completed
9. Support the recruitment of staff within schools including advertising, interviewing and induction
10. Work with the HR Business Partner – Strategy to evaluate job roles using the GLPC and NJC schemes
11. Advise and support School Board of Governors at appeal hearings

TUPE and reorganisations, restructures and redundancies

12. Working collaboratively with corporate HR and Pay and Contracts, lead on complex change programmes including TUPE and reorganisations in schools to implementation, providing professional support, advice and guidance and HR administrative processes as required.
13. Ensure effective implementation of the 3R's policy and procedure in schools, providing a high quality service at all times.

Customer service

14. Provide high quality and professional HR advice and solutions promptly to schools to ensure that HR issues are managed in a fair and consistent manner.
15. Provide a high quality, timely, responsive professional HR service to schools, providing support and advice in a prompt and pro-active manner to ensure that HR issues are managed in a fair and consistent manner
16. Work as part of the overarching team ensuring that all solutions are delivered in a timely manner delivering pro-active resolutions prioritising need across the area
17. Lead on communications to customers in relation to operational HR matters

Income generation

18. Seek to identify ways of improving the quality and value of the HR service delivered schools and identifying opportunities where revenue can be generated through the provision of HR services.
19. Develop and maintain strong working relationships with schools to encourage a high level of confidence in the HR service and constructive relationships with the Trade Unions.
20. When needed, work with the HR Business Partner – Strategy to develop policies, guidance and training for schools based on ER casework and queries

Education and Inclusion

21. Work with Education and Inclusion's management team and corporate HR to support ER cases for colleagues as required to ensure that cases are dealt with efficiently and expediently.
22. Lead on the collection and analysis of employee data including staff absence, turnover and establishment data and report to managers to ensure effective management of employees
23. Oversee employee induction and development, ensuring that staff have access to resources in order to grow and be successful in their roles
24. Lead on equality and diversity within Education and Inclusion, linking in with corporate activities and developing a culture of inclusivity
25. Support managers to conduct exit interviews and use the feedback to develop the service

General responsibilities

26. Keep up to date with employment legislation and best practice.
27. Attendance at meetings outside of office/school hours as and when required.
28. Ensure that duties are undertaken with due regard and compliance with the General Data Protection Regulations and other legislation ensuring the integrity and security of confidential information.
29. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and related legislation.
30. Adapt rapidly to shifting demands and priorities and be flexible whilst maintaining a high level of professional credibility.
31. To take on any additional duties commensurate with the grade of the post.

PERSON SPECIFICATION

The person specification is a summary of the knowledge, skills and experience necessary to carry out the job. It is used during the recruitment and selection process and particularly in the shortlisting and listing stage of the process.

You should demonstrate on your application form how you meet the following essential criteria.

Department: Education and Inclusion	Service: Customer Services
Job Title: HR Business Partner - ER	Grade: LBR14

Requirements		
Education, Experience and Ability		
E1	Educated to degree level or equivalent.	A
E2	Evidence of continuous professional development and developing strong networks to benefit the business.	A/I
E3	Full CIPD membership and/ or extensive experience in ER, of which at least some is within a school or education environment	A/I
E4	Substantial experience of managing complex ER case work in a variety of working environments	A/I
E5	Substantial experience of working in a trade union environment and evidence of fostering positive working relationships.	A/I
E6	Excellent working knowledge of employment law.	A/I
E7	Substantial experience of providing creative and innovative people management solutions to the business.	A/I
E8	Experience of leading and managing a team in a customer focused HR Business Partnering service.	A/I/
E9	Substantial experience of working as a HR Business Partner in multicultural organisations.	A/I
E10	Expert knowledge and experience on key people management functions i.e. OD, Recruitment and Business Partnering.	A/I
E11	Experience of implementing HR and OD solutions to the business.	A/I
E12	Evidence of building strong relationships with internal and external stakeholders.	A/I
E13	Experience of providing guidance to senior managers in areas involving complex issues or legal proceedings including TUPE and attendance at employment tribunals.	A/I
E14	Experience of managing HR related budgets – income and expenditure.	A/I
E15	Experience of working collaboratively with senior managers to identify effective and sustainable solutions on complex casework including discipline capability, grievance and absence management.	A/I
E16	Working with HR colleagues on initiatives that will transform attraction and retention strategies, most particularly pay and reward and performance management frameworks, absence management and recruitment process improvements.	A/I
E17	Effective report writing skills	A/I
E18	Project management skills	A/I
E19	Knowledge of how HR contributes to the delivery of the council's and schools' strategic business objectives.	A/I
Aptitude		
C1	Understands and evaluates verbal information	A/I
C2	Work effectively with numerical data/information	I

Key Behaviours		
B1	Driving improvement a continual focus on improvement within the context of increasing efficiency, reducing costs and improving productivity; taking accountability for own and team's results; clear about personal responsibilities and accountabilities; proactive and will go the extra mile; does not accept unsatisfactory performance	A/I
B2	Leading and managing self and others motivating, demonstrating the organisational values and providing direction and support; effective in persuading and engaging other; skilled at gaining support and commitment to a course of action; effective in coaching and developing self and others; empowers and enables people to make decisions; leads from the front and demonstrates positive and expected behaviours; tackles difficult problems and decisions when appropriate; leads by example	A/I
B3	Adaptability adaptable and responds flexibly to circumstances and a rapidly changing public sector; deals effectively with unpredictability and uncertainty; creates an environment which positively embraces change; actively promotes the exchange of learning, best practices and new ideas; anticipates and shapes opportunities; innovative in problem solving and seeking new solutions/ opportunities	A/I
B4	Communicating and influencing others confident and resilient, convincing others, communicating with impact and skilfully influencing to build support for change plans an approach to engaging others, adopting a style appropriate to the circumstance; builds relationships alliances or networks to establish support for ideas; projects self with impact and presence; is able to influence and networks effectively	A/I
B5	Customer service proud of the service we provide to our customers and the community; acts as a customer champion by continually challenging self and others to think and act in a way that improves the customer experience; acts on feedback to change or develop services to better meet customer needs; considers the needs of a diverse range of cultures, ethnicity and backgrounds when delivering services	A/I
B6	Strategic perspective innovates and improves over the long term, to create a high performing service; develops and/ or explains strategic action plans for practical use; seeks out learning and uses this knowledge to help re-define our strategic approach; anticipates events to create options; prepared to overcome obstacles and challenge; adopts a very positive and optimistic attitude to goals; really wants to succeed	A/I
B7	Analysis and judgement delivers effective solutions; making decisions that will add value in what we do; views situations from multiple perspectives and digs beneath the surface; combines key points and develops clear strategic alternatives; seeks all the relevant information to assess problems and make decisions on how to progress; exercises sound judgment to arrive at a balanced viewpoint	A/I
B8	Working together able to understand and manage within a diversity of cultures; brings others together to solve problems/issues; identifies and takes advantage of opportunities to deliver services collaboratively on an ongoing basis; builds rapport with partners (internal and external) to allow them to deliver services together; sensitive to and respectful of local values and customs when dealing with partners and customers	A/I