London Borough of Redbridge
HR Business Partner

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough.

Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high-quality open spaces and rapid transport connections into the heart of the city. Our population is getting both younger and older – driving increased demand in both adults and children's services.

A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal. Alongside our values of Collaboration, Honesty, Excellence and Fairness, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Description

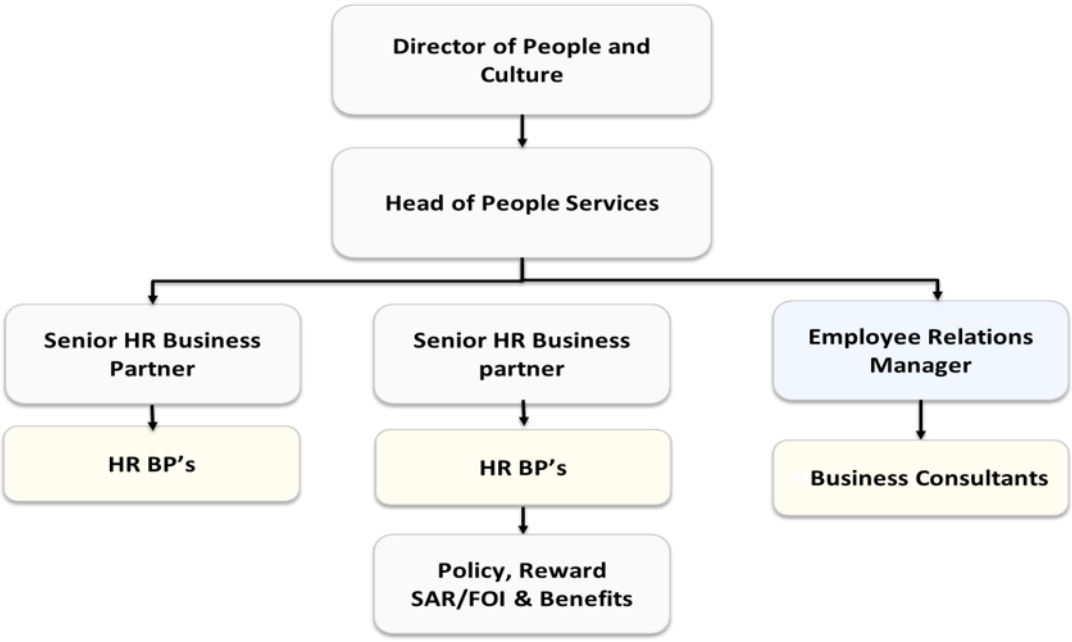
Job Title:	HR Business Partner – Permanent		
Accountable To:	Senior HR Business Partner		
Grade:	LBR 14–16	**Salary:**	(57,150 to £67,332 (Depending on experience)
Direct Reports:	0	**Total Staff & Budget:**	0

Role Purpose

The HR Business Partner provides professional, evidence-based and values-led HR support to designated directorates, acting as a trusted adviser, constructive challenger and change partner. The role translates organisational and service priorities into practical people plans, workforce interventions and sustainable solutions that support compassionate leadership, service delivery, modernisation and excellent resident-focused outcomes.

The postholder works with senior leaders, managers, trade unions and People Services colleagues to identify workforce risks early, support organisational change, strengthen management capability and promote fair, inclusive and legally robust people decisions. Using workforce intelligence, professional judgement and current HR practice, the role contributes to improved employee experience, organisational resilience and consistent application of the Council's people policies and values.

Department Structure Chart



Key accountabilities

Strategic HR business partnering

- Act as the principal HR Business Partner for designated services, building credible relationships with senior leaders and managers and providing clear, balanced, commercially aware and politically astute people advice.
- Translate Council, directorate and service priorities into practical people plans that support compassionate leadership, workforce resilience, cultural change, inclusion, performance and continuous improvement.
- Use workforce intelligence, benchmarking, employee insight and HR metrics to identify risks, trends and opportunities and to make evidence-based recommendations.
- Support leaders to assess the workforce implications of financial, operational and service decisions, ensuring people considerations are addressed at an early stage.

Organisational change and workforce planning

- Partner with leaders on workforce planning, organisational design, restructures, service redesign, consultation, redeployment, redundancy and TUPE activity.
- Develop clear options, risk assessments, consultation materials, implementation plans and workforce transition arrangements that are lawful, inclusive, operationally deliverable and informed by compassionate leadership.
- Work collaboratively with finance, legal, organisational development, resourcing, payroll and trade union colleagues to support effective governance and sustainable implementation.
- Ensure equity considerations, employee voice, data quality and resident impact inform organisational change decisions.
- Apply the Council's equity, diversity and inclusion commitments and Public Sector Equality Duty to workforce planning, consultation and organisational change, ensuring impacts are identified, evidence is considered and mitigating actions are agreed and monitored.

Employee relations and management capability

- Promote early intervention, informal resolution, mediation and compassionate leadership wherever appropriate, while ensuring timely escalation and robust governance where risk requires it.
- Coach and constructively challenge managers to apply compassionate leadership and improve confidence, judgement and consistency in people management.
- Support fair, proportionate and timely case outcomes, maintaining accurate records and working with legal services where matters may result in litigation or significant organisational risk.
- Identify themes from casework and translate learning into preventative action, manager development and service improvement.
- Maintain accurate, timely and confidential case records and contribute to the quality of employee relations management information, ensuring data is fit for governance, trend analysis and service improvement.
- Identify and escalate discrimination, whistleblowing, safeguarding, data protection, health and safety, industrial relations and litigation risks, securing specialist or legal advice promptly where required.

Insight, culture and continuous improvement

- Use HR data and professional insight to monitor workforce health, evaluate the impact of interventions and support accountable decision-making.
- Contribute to People Strategy priorities, including employee engagement, workforce planning, inclusion, wellbeing, leadership capability, attraction and retention.

- Promote the Council's values and model collaborative, ethical, inclusive and evidence-based professional practice.
- Contribute to the development and consistent application of HR policies, frameworks, tools and service standards.
- Maintain current knowledge of employment law, local government practice and the CIPD Profession Map through continuing professional development and professional networks.
- Use casework learning, employment tribunal outcomes, audit findings and stakeholder feedback to improve policy, guidance, practical tools and manager development.

Equity, diversity, inclusion and employee experience

- Champion equity, diversity, inclusion, belonging, wellbeing and fair employment practice across people decisions, casework and workforce interventions.
- Support managers to make inclusive, evidence-led decisions, provide reasonable adjustments and apply compassionate people management consistently.
- Constructively challenge bias, discrimination and inconsistent practice, ensuring concerns are addressed and escalated through the appropriate route.
- Use workforce data, employee voice and casework trends to identify barriers and disparities and agree practical actions that improve fairness, inclusion and employee experience.
- Promote dignity, respect, psychological safety and meaningful employee voice, helping to create a culture in which colleagues feel heard, supported and able to perform at their best.

Stakeholder relationships and professional practice

- Build effective relationships with senior leaders, managers, employees, recognised trade unions and internal professional services.
- Communicate complex or sensitive issues clearly and compassionately, tailoring advice to the audience while maintaining professional independence, confidentiality and integrity.
- Manage a varied portfolio, prioritising competing demands and delivering responsive, high-quality support within agreed timescales.
- Deputise for the Senior HR Business Partner on agreed matters and contribute to corporate projects, working groups and service priorities.

Other duties

- Ensure work reflects and supports the Council's inclusive employer aims, policies, values and procedures.
- Demonstrate commitment to safeguarding the welfare of children, young people and adults at risk, escalating concerns through the appropriate procedures.
- Carry out duties in accordance with the Council's financial regulations, risk-management requirements, health and safety obligations, information-governance standards and relevant statutory and professional requirements.
- Uphold confidentiality, professional integrity and the Seven Principles of Public Life in handling sensitive employment matters and advising decision-makers.
- Work flexibly across Council services and locations in line with operational requirements and agreed working arrangements.
- Undertake other duties reasonably required within the scope and grade of the role.

Key Performance Indicators

Performance will be assessed through measures reflecting the Council's values, the Seven Principles of Public Life, the CIPD Profession Map and Local Government Association workforce priorities.

KPI area	Performance measure
Strategic business partnering	Agreed directorate people plans are in place, reviewed quarterly and demonstrate delivery against service and Council priorities.
Employee relations	Cases are progressed within agreed service standards, with ageing, risk and outcomes reviewed regularly; avoidable escalation and repeat issues reduce over time.
Early intervention and management capability	Evidence of increased manager confidence and appropriate application of compassionate leadership, early resolution, mediation and informal interventions, supported by stakeholder feedback and case trends.
Organisational change	Change programmes and consultations are delivered to agreed timescales, with documented legal, equity, financial, employee and operational risks and no avoidable procedural failures.
Workforce planning	Priority workforce risks, skills gaps, capacity pressures and succession needs are identified, reported and supported by agreed actions and accountable owners.
Workforce data and insight	Accurate workforce dashboards and analysis are provided within agreed reporting cycles, with clear recommendations and demonstrable follow-through on priority actions.
Policy, governance and compliance	Advice and interventions comply with employment law, Council policy, governance requirements and professional standards; audit actions are completed by their due dates.
Stakeholder experience	Senior leaders and managers' report that HR advice is timely, clear, compassionate, pragmatic and appropriately challenging, measured through agreed feedback arrangements.
Equity, diversity and inclusion	People plans and change activity include equity analysis and actions; relevant workforce disparities are monitored and addressed with service leaders.
Service improvement	Agreed improvement actions, cross-Council projects and People Strategy deliverables are completed to time and achieve their intended benefits.

Person specification

Criteria	Essential requirements
Qualifications and professional standing	CIPD Chartered Member or able to demonstrate knowledge, behaviours and impact aligned to the CIPD Profession Map's Chartered Member level; degree-level qualification or equivalent professional experience; evidence of continuing professional development. Appointment within the LBR 14–16 range will reflect the evaluated requirements of the post and demonstrated scope, complexity, autonomy and organisational impact.
HR expertise	Substantial HR business partnering experience in a complex organisation, with strong knowledge of organisational change, workforce planning, employee relations, employment law and HR best practice.
Local government and public sector understanding	Strong understanding of the local government context, including financial challenge, political sensitivity, public accountability, trade union engagement and the need to deliver high-quality resident-focused services.
Business partnering and influence	Ability to build credibility with senior leaders, promote compassionate leadership, provide constructive professional challenge and influence decisions in a politically astute, balanced and proportionate way.
Change and transformation	Proven experience of supporting restructures, service redesign, consultation, workforce transition and organisational development activity within a complex employment environment. Knowledge of TUPE and redundancy processes is required.
Employee relations	Experience of advising on complex conduct, grievance, capability, attendance and performance matters, applying sound judgement and promoting early, fair and sustainable resolution.
Evidence and data	Ability to interpret workforce data, identify trends, assess risk and make evidence-based recommendations that improve organisational and employee outcomes.
Communication and delivery	Excellent written and verbal communication, coaching, stakeholder-management and organisational skills; able to manage competing priorities and produce clear reports, briefings, plans and correspondence.
Values and inclusion	Strong commitment to public service values, compassionate leadership, equity, diversity, inclusion, wellbeing and fair employment practice.

Career Grade Progression

Grade	Indicative CIPD-aligned impact	Expected outcomes
LBR 14	Applies established professional expertise to complex operational and tactical issues; analyses evidence, advises managers and delivers defined people outcomes with appropriate support.	Delivers accurate and timely advice; progresses employee relations work within service standards; supports agreed change activity and people-plan actions; identifies risks promptly; and improves manager confidence through practical, compassionate and evidence-based support.
LBR 15	Operates with greater autonomy across a broader portfolio; integrates people and business evidence, influences senior stakeholders and leads complex interventions and change activity.	Leads complex casework and workforce interventions to sustainable outcomes; delivers change milestones and consultation requirements; converts workforce insight into implemented actions; strengthens management capability; and demonstrates measurable improvement in service, employee or workforce outcomes.
LBR 16	Demonstrates sustained strategic contribution, advanced professional judgement and wider organisational influence; shapes people plan, leads higher-risk work and creates measurable medium-term value.	Shapes and delivers directorate people priorities; resolves or mitigates significant workforce and employment risks; leads higher-impact organisational change; influences senior decisions through authoritative insight and constructive challenge; and evidence sustained benefits in organisational capability, workforce resilience, employee experience or service performance.

Additional Information

This job description describes the main responsibilities of the role. It may be reviewed to reflect changes in legislation, Council priorities, service delivery or the operating model, following appropriate consultation.