

**Job Description**

Job Title: Head of HR and Organisational Development

POSCODE: HAY01680

Grade: SM1, Points 1-5 £53,609.00 - £65,492.00

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| **Overall Purpose of Role** |

To manage the delivery of a professional Human Resources and Organisational Development service that adds value and delivers effective business-focused solutions as well as ensuring alignment of the delivery of the workforce function with the strategic objectives of the Children’s Trust.

To partner with directors and senior managers to understand the business objectives and challenges, with a focus on identifying and enabling effective people management solutions through technical expertise, advice, professional, intelligent critique and influence.

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|  | **Main Accountabilities** |
| 1 | Establish and develop a trusted customer-focused relationship with the Children’s Trust board and senior leadership team to support the identification and delivery of service priorities, initiatives and agreed outcomes. |
| 2 | Coach and lead the HR and OD team, ensuring performance is managed to deliver a high- quality service. Review and develop practice to enable the HR and OD function to be agile and responsive whilst continuously improving performance and review HR management practice to ensure consistency with policy and advice, conditions of service and relevant legislation. |
| 3 | Provide expert advice and find creative people management solutions to complex organisational issues, putting the business requirements at the heart of the design and delivery of services. Ensure that risks are identified and managed, within a legal framework and the wider organisational context, and ensuring customer outcomes are achieved. |
| 4 | Take the overall HR and OD lead to support the strategic design, implementation, embedding and review of services across the Children’s Trust to deliver fit for purpose structures within time and budgetary constraints. Maintain a critical overview of change programmes, lead the HR and OD work streams within a programme providing direction to the team and advising on complex elements. |
| 5 | Provide expert and pragmatic advice to ensure decisions taken by managers are well informed regarding safeguarding the employer’s position or taking calculated risk. Ensure the quality of professional advice and support in relation to dismissals, other terminations, unlawful discrimination, employment aspects of safeguarding children and vulnerable adults, grading, pay and equal pay issues. |
| 6 | Contribute to the development of the Workforce Strategy; monitor and evaluate the service provision to ensure service performance standards are met and the team delivers effectively and efficiently. Provide strategic and operational advice on escalated cases, including appeals, work performance, disciplinary, grievance, absence management and whistle blowing cases |
| 7 | To develop a range of interventions that will ensure the embedding of the culture and behavioural changes necessary to create effective leaders and managers; outstanding and valued employees who have the capability to provide excellent services to customers and manage change effectively. To be a champion for change, providing challenge for the status quo where service improvements can be identified.  Develop strategies and tools for the cascading and embedding of leadership and management behaviours incorporating these into learning programmes, plans and policies to drive through improved performance and customer satisfaction. |
| 8 | Develop and maintain healthy relationships with key parties on both the management and trade union sides to build mutual trust and respect.  Seek engagement from services through focus groups/engagement network. Establish a forum to create the environment for this to happen. |
| 9 | Lead the regular consultation meetings with the trade unions for the business area, ensuring that these meetings are scheduled, meaningful and solution-focused in order to promote a healthy employee relations climate, which delivers on organisational outcomes. |
| 10 | Represent the HR and OD team in cross cutting, organisation wide innovative work streams and organisational design pieces, drawing on technical expertise and professional judgement to inform and shape.  Work with senior managers to consider high-level and long-term training needs, skills gaps and talent management requirements, liaising with specialist colleagues to ensure that the business area receives the support they need to address these. |
| 11 | Be responsible to Senior Leaders and Service Directors for the quality of HR advice provided,  actively seeking feedback and acting upon this to deliver continuous improvement.  Maintain the oversight and the quality assurance of the employee lifecycle within the assigned business area, including performance, recruitment, absence management, discipline, grievance, capability etc. |
| 12 | To demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs. |
| 13 | To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust. |

**Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

**Person Specification**

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| **Qualifications, Knowledge, Skills and Experience** |

Minimum level of qualifications needed for this post

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| **Qualifications Required** | **Subject** | **Essential/Desirable** |
| Degree Level or equivalent | HR or relevant Subject | E |
| CIPD qualified to current Level 7 and MCIPD or equivalent | Chartered Level qualified via CIPD or equivalent | E |
| Management Qualification | Management/leadership | D |
| Project Management Qualification | Project management | D |
| Coaching/mentoring Qualification | Mentoring/coaching managers | D |
| Qualification in Administering Psychometric Testing | Psychometric Testing | D |

Minimum levels of knowledge, skills and experience required for this post

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| **Identify** | **Details** | **Essential/Desirable** |
| **Knowledge:** |  |  |
| Extensive knowledge of employment law | Up to date knowledge of employment law and application | E |
| Up to date knowledge of current best practice in HR and Learning and Development | Evidence of current knowledge of best practice in HR and continued personal development | E |
| Ability to apply coaching and development techniques in a range of situations | Knowledge of different coaching and development techniques and application. | E |
| **Skills:** |  |  |
| Excellent communication skills, both verbal and written | Formal and informal discussions with all levels of NCT and effective report /presentation writing | E |
| Strong interpersonal, consultative skills, with the ability to form effective working relationships with a wide range of audiences. | Relationship building with colleagues across NCT and wider partners | E |
| Ability to apply coaching and development techniques in a range of situations | Support for managers via coaching and development. | E |
| Able to offer risk-based advice to support decision making and to support a healthy appetite for risk | Outlining case in terms of risk factors and recommendations for resolutions that are measured and protect NCT | E |
| Able to work effectively under pressure to find solutions | Managing many conflicting priorities within given deadlines | E |
| Able to design and deliver effective informal and formal presentation to individuals or groups that influence and achieve buy in. | Presenting to many levels of employees within NCT and also senior leaders and partners | E |
| Evidenced and demonstrable influencing skills and ability to positively challenge across all levels of the organisation, particularly at a senior level. | Constructive challenge and empathy with colleagues, along with ability to influence change. | E |
| Must be a flexible, highly motivated self-starter, capable of working autonomously and also in a team. | Effective time management and leadership of the HR team. | E |
| Highly results focussed but able to understand and respond to the concerns raised by others in an empathetic, constructive way. | Flexible thinking and ability to review position without loosing the focus on the desired result. | E |
| Ability to lead, motivate and empower team members and achieve high levels of performance and success | Building team relationships with support and challenge, able to lead on team plans and achievements. | E |
| Has the personal qualities and skills that promote open and constructive working relationships with colleagues at all levels and managers. | Evidence of ability to work effectively at a high-level within a complex organisation. | E |
| Working in an agile, flexible way and capable of utilising technology to deliver business-focused solutions. | Various office and home based working, making full use of technology to enable resolutions. | E |
| Confident in managing conflicting priorities and pressures through effective decision making | Able to think clearly under pressure and promote effective decision making | E |
| Personal commitment to supporting equality and diversity in the workplace | Awareness of and full commitment to issues of equality and diversity and solutions/support that may be required for NCT to flourish. | E |
| **Experience:** |  |  |
| Proven track record of facilitating and supporting business change; must therefore be totally comfortable with, and an advocate of change, especially in driving through the re-positioning of HR and Learning and Development as a strategic partner.  Extensive HR and/ or Organisational Development experience with in-depth knowledge and experience of case work and change management initiatives. | Change management and strategic HR management  Evidence of previous successful case work management and change initiatives | E  E |
| Extensive experience of handling disciplinary, grievance, ill health and redundancy issues | Evidence of successful and varied case work experience. | E |
| Experience of working with senior managers and in a business partner model. With a proven track record of finding creative solutions to a wide range of people management challenges. | Effective relationship building. | E |
| Previous experience of analysing and interpreting management Information | Evidence of effective use of management information. | E |
| Experience of facilitating workshops/events | Support for senior managers with workshops/events both internal and external to NCT | E |
| Track record in leading and delivering training/learning interventions in support of organisation/people transformation and change programmes. | Training and development | E |
| Experience of policy development | Updating and improving HR policies and processes | D |
| Experience of workforce planning, using management information effectively to support arguments | Strategic workforce planning across NCT and with partner councils | D |
| Experience of working in a large and complex organisation and advising on professional/skilled services | Working with professional services, e.g. Social Work, police and health partners | D |
| Significant experience of working in a unionised environment. | Negotiation, liaison and proactive working with recognised trade unions | D |
| **Equal opportunities** | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs | E |
| **Safeguarding** | Demonstrate an understanding of the safe working practices that apply to this role. | E |
|  | Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | E |

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| **Disclosure level** |
| **What DBS Level is required for this post?** |
| None |
| Standard |
| Enhanced Child Only |
| Enhanced Child/Adult Bar |

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| **Working Arrangements** |
| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) |
| Fixed |
| Flexible |
| Field |
| Home |