

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## HR Advisor

HR Advisory, Corporate Services Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

Operating in a business partnering model the HR Advisor is customer focussed, providing first line professional advice and challenge on a full range of HR matters including case management and redundancy and change programmes. The post is also responsible for maintaining and interrogating the employee records system, producing reports and identifying trends and issues.

## **Accountable to:**

The HR Advisor is accountable to the Strategic HR Business Partner. The role sits within HR Services, part of the Corporate Services Directorate of West Northamptonshire Council. There are no line management responsibilities.

## **Responsibilities:**

1. **Advice and support:** Provide advice and guidance on HR issues within agreed policies and procedures, terms and conditions, providing a range of options, assessing risk factors and providing challenge, taking into account employment legislation requirements and business needs. Understanding when to escalate more complex issues to the HR Business Partner.
3. **Employee Relations:** Provide advice, guidance, training and coaching to managers on employee relations casework at informal and first stage (e.g. ill health, performance, grievance, disciplinary, redundancy and organisational change), building relationships to secure a proactive and professional HR service and ensuring all aspects are handled appropriately and promptly within agreed frameworks, policies and timescales.
4. **Customer Relationship:** Act as the front line into the HR Advisory service, responding to first line enquiries via the service helpline and the advisory inbox, supporting the response to freedom of information and subject access requests and being an ambassador for ERP Gold (our enterprise and resource planning software), encouraging and coaching customers to adopt self-service behaviour and skills.
5. **Change Management:** Support change management projects including service restructures and TUPE transfers, supporting the Assistant Business Partner with a project management approach to coach managers to drive through change. Ensure that structural changes are fully implemented and changes to the hierarchy are completed to maintain the integrity of the system and accurate management information.
7. **Contribute to the provision of accurate and timely workforce information reports for management teams and provide analysis.** Oversee the maintenance and validation of data to ensure that it is accurate and up to date. Undertake regular data analysis for an allocated 'portfolio' to ensure that issues and trends are discussed with managers as a basis for performance management and problem resolution. Recommend solutions as necessary to meet trends, shortfalls and planned changes and ensure that managers are aware of these.
8. **Project Work:** Undertake allocated corporate and team based HR project work, for example projects supporting our People Strategy delivery and transformation projects, playing a key role in ensuring that projects are delivered on time and to agreed objectives and performance standards.
9. **Job matching and job evaluation:** Advising managers on the matching/evaluation of role profiles, administering and attending job evaluation panel meetings and liaising with our payroll teams. Supporting the HR Assistant with the administration and maintenance of the council's job evaluation schemes.

10. HR Policies and Organisational Development: Support the continuous development of the HR service through policy development. Support the Assistant Business Partner to deliver training for managers and employees on a full range of HR policies. Drive performance management within the Council by coaching and mentoring managers and employees.
11. Occupational Health: supporting the delivery of the Occupational Health contract, advising managers on the most appropriate referral route, checking the quality of referrals and liaising with the provider to unblock issues.
12. Support continuous improvement of the HR service by seeking continuous feedback and professional development opportunities. Working with colleagues across HR (Health, Safety & Wellbeing, Strategy, Policy and Projects, Payroll Services, Learning and Development) to deliver one HR service. Monitor quality of service delivery and deal with customer feedback, including complaints.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practices or behaviours.
14. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the service.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

<b>Skills and abilities:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Ability to communicate effectively both verbally and in writing.	E	A, T, I, P, D
Shows an understanding of customer's needs and takes appropriate action to meet their requirements and manage expectations.	E	A/I
Able to demonstrate accuracy and attention to detail in all aspects of work.	E	A/I
Able to work effectively in changing work environments and in the face of conflicting priorities. Ability to plan and prioritise workload whilst maintain standards and meeting deadlines.	E	A/I
Ability and confidence to be self-reliant and work from varying locations using available technology effectively, without heavy reliance on supervision	E	A/I
Uses own initiative to plan and complete tasks to meet deadlines and targets.	E	A/I
Recognises individual responsibility to contribute to the effective working of the team.	E	A/I
Ability to influence managers to consider options and advise in a risk preferring manner.	D	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/I

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Sound knowledge of employment legislation.	E	A,I
Understanding of the role of Trade Unions	E	A,I
Understanding of GDPR and the importance to this role	E	A,I
Knowledge of large organisations' terms and conditions of employment	D	A,I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Demonstrable experience of working within a HR environment delivering HR advice and support to customers.	E	A, I
Sound experience of using data effectively to provide useful management information and ability to interrogate and present data using Microsoft Excel	E	A, I
Experience of delivering training courses.	D	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A level	E	A
CIPD level 3 or demonstrable experience of working in a similar role	E	A
Educated to Degree level or CIPD Level 5 qualification	D	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Professional Support	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	TBC	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	No		

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

