



number one for
service and value

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: HR Consultancy Adviser	Grade: SO1 –PO2
Section: Human Resources	Directorate: Resources
Responsible to following manager: Lead HR Consultancy Adviser	Responsible for following staff:
Post Number/s: tbc	Last review date: April 2017

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To be part of the consultancy team which provides support to managers on a wide range of HR processes including projects, the HR and Payroll helpdesk, casework, recruitment, organisational development and other areas.

Specific Duties and Responsibilities

1. To advise managers and staff on the full range of HR policies and processes to deliver outcomes that are consistent with best practice, high performance and employee engagement.



2. To provide support to the HR helpdesk as required, for example by dealing with complex queries and coaching and supporting HR Assistants and their work as necessary.
3. To provide advice to managers on the recruitment and selection process and to liaise with Managers and Business Partners in managing and planning recruitment exercises.
4. To provide support for the redeployment process as required.
5. To assist others with casework processes, for example, arranging meetings and sending out relevant documentation such as notes and letters confirming outcomes and other correspondence as required, ensuring these take place within agreed timescales.
6. To assist HR colleagues with the design of documents, loop content, workflows and other processes.
7. To review absence reports on at least a monthly basis and agree actions with HR colleagues and managers on individual cases.
8. To carry out employee exit interviews as required and report any issues as appropriate.
9. To ensure iTrent is updated with changes to the organisational structure ensuring that establishment and staffing information is kept up to date.
10. To spend significant working time physically located in the business areas you are working with and be part of the HR rota that ensures the major offices within the SSA have access to HR in person.

Progression Criteria

Progression through the grade is based on the needs of the Council and is not automatic. The need for employees working at the higher grade/s will be assessed by the relevant manager in conjunction with the Head of Human Resources. If it is established that there is a need, then the postholder will be subject to a full assessment about their ability to work at the higher level.

Additional Criteria for progression to SO2 of the linked grade.



- To deliver training and other learning interventions on the full range of people management policies and procedures.
- To carry out benchmarking and other research and project work on request from management.
- To coach managers in HR processes in order to improve their effectiveness level of capability.
- To manage a caseload of complex employee relations cases.

Additional Criteria for progression to PO1 of the linked grade.

- To assist with the research and preparation of cases and materials for employment tribunals, committees, etc. as required.
- To support the job evaluation process by evaluating posts and interviewing postholders as required.
- To expedite allocated casework including disciplinary and grievances cases, the management of sickness absence and performance management and ensuring lessons learnt are documented and shared.
- To assist managers and HR colleagues with the management of change including re-organisations and TUPES

Additional Criteria for progression to PO2 of the linked grade.

- Makes a significant contribution to projects involving complex or sensitive issues, including working within set timescales and assisting in the implementation of the outcome.
- Regularly advises managers on an increasing wide range of complex and sensitive issues.
- Advises managers and HR colleagues on all aspects of organisational change.
- Develops an area of expertise and ensures the council and the HR team is fully aware of any changes or developments and policy and practice is amended to reflect these.
- To support the use of management information to identify and monitor HR issues in designated areas of the Council.



Generic Duties and Responsibilities

- To comply with all of the Council's Codes of Practice, including the Code of Conduct, to contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.



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Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

- **Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.
- **Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.
- **Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A & I/ T/ C *
Knowledge	
Good working knowledge of the HR function, including employee relations and recruitment	A/I
Basic understanding of project management principles	
Understanding of responsibilities of Children’s Act 2004 in relation to safeguarding children, young people and vulnerable adults as it applies to this role within the Councils	A/I
Knowledge of the principles of equality and diversity for the purposes of working effectively with and within a diverse workforce	A/I
Experience	

Experience of proactively supporting case work using a case management approach	A/I
Experience of working with trade unions and staff representatives	A/I
Experience of supporting managers and HR staff	A/I
Ability to influence and persuade managers	I
Successful track record of resolving complex issues	
Skills	
Effective oral and written communication skills	A/I
Effective organisational and prioritising skills	A/I
Excellent IT skills including MS Office applications and HR database management	A/I
Ability to demonstrate a flexible approach to work	A/I
Qualifications	
Chartered Member of CIPD or willingness to study, and evidence of continually updating personal knowledge and expertise in HR best practice	A/ C

- **A – Application form/ CV**
- **I – Interview**
- **T – Test**
- **C - Certificate**