



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: HR Consultancy Adviser	Grade: SO1-PO2
Section: Human Resources	Directorate: Change & Innovation
Responsible to following manager: Lead HR Consultancy Adviser	Responsible for following staff:
Post Number/s:	Last review date: July 2023

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



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

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 contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Good working knowledge of the HR function, including employee relations and recruitment	E		A/I
Basic Understanding of project management principles	E		A/I
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	E		A/I/T
Knowledge of the principles of equality and diversity for the purposes of working effectively with and within a diverse workforce	E		A/I/T

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

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