

Job Description and Person Specification

HR Casework & Change Consultant

A Lambeth to be proud of



Job Title: HR Casework & Change Consultant

Department: Employee Relations & Policy

Division: Human Resources & Organisational Development

Business Unit: Corporate

Grade: PO4

Reports to: HR Casework & Change Manager

Responsible for: N/A

Context

The Human Resources & Organisational Development function has an ambitious culture change programme. We are committed to engaging the workforce through our vision 'connected by purpose,' emphasising the importance of employees' roles in enhancing the lives of our residents and the communities we serve. Our people are at the heart of the workforce transformation programme with a key focus on improving the workforce experience to understand the moments and things that really matter to them to help them perform at their best.

The Refreshed Workforce Transformation Programme focuses on getting the basics right and describes the following aims to ensure we have the right foundations to enable good people management practice across the council:

- A fit for purpose modern People & Workforce Experience structure which is flexible and responsive to changing needs of the business and staff with the right skills and capability to support the business
- Clarification of roles and responsibilities for managers, People & Workforce Experience and employees
- A modern recruitment service that inspires people to seek employment in the council which is simple and easy to follow
- Providing managers and leaders with the fundamental baseline information and data to make good people management decisions
- Focus on developing our leaders, managers and People & Workforce Experience professionals on the fundamentals of good people management practices
- Supporting leaders and managers to make good decisions on people management casework to minimise risk to the council and improve the experience for staff
- Increased autonomy to all teams and individuals to make decisions direct to the business to resolve issues without the need for bureaucratic decision making and pushing issues to senior level.

Job Purpose

To manage Employee Relations (ER) cases appropriately and consistently, providing effective advice to Line Managers to support them with the application of the policies and to lead and support change projects and initiatives across the Council.

Responsibilities

1. Operational Delivery

- Advise, coach and support line managers to effectively manage employee relations cases in accordance with the Council's policies and procedures and employment law.
- Monitor trends relating to ER cases handled, identifying opportunities to improve policies / ways of working and Line Manager capability.
- Propose and create required tools / templates to support Line Managers and low-level ER cases
- Provide expert advice and guidance on change management principles and best practice.
- Conduct thorough change impact assessments to identify potential challenges and opportunities.
- Develop and implement comprehensive communication plans to ensure transparency and engagement at all levels of the organization.
- Monitor and evaluate the effectiveness of change initiatives, adjusting strategies as necessary to ensure successful implementation.

2. Record Keeping

- Maintain accurate and up-to-date records, ensuring compliance with confidentiality and data protection policies.

3. Business Protection

- Provide current and effective ER advice to HR and Line Managers in sensitive ER cases, such as in disciplinaries, grievances, sickness and redundancies.

4. Training and Development

- Be responsible for and engage in your own organisational learning and development and your continuous professional development.
- Support your colleagues with their continuous professional development and organisational learning.

5. Stakeholder Management

- To develop working relationships with key stakeholders and colleagues and collaborate to help support with various ideas and solutions for the HR Function.

- Maintain effective Trade Union Relationships and keep them informed through appropriate consultations where required, for example during an organisational change process.

6. General

- Makes judgements on prioritisation of work to manage workload and respond to urgent requests, supported and directed by the Team Leader and Contact Point manager where appropriate.
- Maintain compliance with the Data Protection Act, GDPR and confidentiality of employee information and the Council's data.
- Drive a culture of continuous improvement through the HR Function by identifying opportunities to make changes to ways of working to maximise the effectiveness and efficiency of the HR Function's operations.
- Ensure through all your work you are committed to all aspects of inclusion and diversity.

Flexibility

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

This is a description of the job as required at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).			Shortlisting Criteria
You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.			
If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.			
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Key Knowledge	K1	Advanced knowledge of Employment Law, Statutory guidance and HR Best Practice	✓A
	K2	An understanding of equality issues and commitment to the aims and objectives of the Council’s Equal Opportunities Policy	
Key Skills	K3	The ability to interpret HR Policy & Procedures, ensure they are well communicated and provide advice to stakeholders appropriate to the situation	✓A
Relevant Experience	E1	Experience of working in a HR Function in a customer focused role, proactively facilitating and leading change	✓A
	E2	Experience of coaching senior managers on complex HR issues	✓A
	E3	A proven track record of applying employment law knowledge and HR policy / procedure	✓A
	E4	Experience of working with leaders, senior managers and trade unions	✓A
Qualification	Q1	A relevant degree or equivalent qualification OR Studying towards, or willing to study towards a relevant degree or equivalent qualification A graduate membership of an appropriate professional body e.g. CIPD	✓A

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	✓A
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that 	✓A

		<p>they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	✓A