**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | HR Advisor  |
| **Job Reference** | 18109 |
| **Grade and Salary** | 5 - £33,366 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Human Resources, Advice Team  |
| **Location** | Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Our HR service will be recognised as being supportive, innovative and value for money. We will support the achievement of Council objectives to deliver better outcomes for the people of Suffolk through the delivery of creative people solutions. We will be trusted to deliver in all that we do.

As an HR Advisor you will provide professional employee relations casework support and advice to customers. You will be proactive in supporting managers with expert advice, guidance and case strategies to ensure they are well supported to manage their people issues robustly, aligned to their business. You will also assist managers in developing their own people management/employee relations capabilities to reduce demand.

You will work with service managers and HR Strategic Partners to best understand service context and current challenges and tailor your advice and guidance to ensure it is business aligned. You will also be flexible in assisting other teams in HR and across the County Council to achieve their people-related aims.

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| **About the team**  |

The HR Advice Team is part of Human Resources with the Corporate Services Directorate. The team is aligned to support the wider SCC directorates in the delivery and in support of its people management.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Ensuring that all cases are dealt with in the most efficient, high quality and customer centric way, providing a positive first impression of the HR service.
* Have an in-depth understanding of employee relations casework and reaching resolution, including the ability to reflect upon different options and provide professional, expert advice based upon the balance of risk, benefits and costs with a view to specific business need.
* Deal with a variety of complex queries from stakeholders including staff, managers, trade unions and HR colleagues.
* Support the wider HR team to implement and improve processes to ensure effective service delivery and compliance with legislative/best practice guidelines.
* Provide advice on the most appropriate course of action and coaching managers through difficult people issues, giving them confidence in tackling difficult conversations with their staff.
* Support managers to develop impactful correspondence to staff as required.
* Ensure timely and relevant aligned management information is collated and distributed to appropriate parties.
* Maintain confidentiality at all times when dealing with sensitive employee relations issues
* Develop good working relationships with managers and HR colleagues.
* Use probing questioning techniques to ascertain key facts in order to provide accurate, legally compliant advice.
* Share knowledge and expertise with managers to reduce demand on the service.
* Research employment legislation and regulations and update others, making suggestions for changes.
* Be innovative in how policy/procedure could be more accessible for managers.
* Work collaboratively across teams in HR where required and share knowledge with colleagues to deliver a comprehensive employment advice service.
* Use initiative and understanding of service context and current challenges to provide bespoke advice and guidance on difficult employment problems.
* Maintain knowledge of employment law, progressive HR practices and key trends.
* Partner with HR and wider teams on work which overlaps and proactively look to identify opportunities to work across teams for new pieces of work.
* Contribute to the success of our wider HR service by working flexibly across HR teams or the wider organisation as required.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant qualifications in a related subject (e.g. foundation level HR qualification, NVQ 3, CIPD) or equivalent level of knowledge and experience.

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) values.
2. Passionate about making a positive difference for Suffolk.
3. A passion for delivering a valuable, customer-centred service
4. Ability to remain calm in stressful situations
5. Ability to work successfully as part of a small team

**Specialist knowledge skills and experience**

1. Proven experience of successfully managing a range of employee relations cases.
2. Knowledge and practical application of UK employment law across a range of different situations.
3. Proven experience of working collaboratively with trade unions.
4. Experience of effective partnership and collaborative working.
5. Comprehensive understanding of Council priorities and political dynamics.
6. Ability to mediate and resolve conflict effectively.
7. Excellent verbal & written communications skills required to convey varied and/or complex information with a range of audiences.
8. Excellent time management skills and the ability to help others prioritise and effectively manage their own workload to ensure deadlines are consistently met.
9. Flexibility to undertake tasks outside of normal activities in order to support the wider team in meeting goals and objectives.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.