

UTTLESFORD DISTRICT COUNCIL

JOB PROFILE

Designation: Human Resources Officer

Post Number:

Directorate: Operations

Section: Street Services

Reporting to: Head of Street Services

Located: Gt Dunmow/Saffron Walden

Responsible for: N/A

or another Council location

OVERALL PURPOSE OF JOB

(summary in no more than two or three sentences)

1. Based on a professional knowledge of employment law, organisational policies, procedures and best practice
 - a. to work with HR colleagues to provide a flexible, supportive, generalist corporate HR function to Uttlesford District Council.
 - b. to undertake HR policy or procedure development projects and assist managers from the HR perspective, with, for example reorganisations, redeployment or transfers.
2. To be responsible for the day-to-day management and leadership of the HR Administration.

JOB DESCRIPTION

Key Responsibilities

1. To provide corporate HR advice and support service to the managers and staff of Uttlesford District Council on all relevant HR matters, focusing on positive solutions whilst maintaining a fair, consistent and reasonable equal opportunities approach.
2. To assist senior managers with complex re organizations, redeployments or other change management issues.
3. To support, guide and advise managers dealing with complex HR issues, such as disciplinary, grievance, performance, absence, occupational health and sensitive welfare issues.
4. As an excellent user ensure maximum use of the corporate HR tool Snowdrop both within the team and organisationally through UAccess.
5. To support the recruitment and selection processes of the Council, including interviewing as required, monitoring, advising on tests, assessments that may be relevant, referring to occupational health, preparation of letters and contractual documentation preparation and overview.
6. To develop and support the implementation and application of corporate HR policies which meet the strategic direction of Uttlesford District Council.
7. To participate in HR Policy and protocol development through a consultative and research-based approach, taking into account employment legislation and best practice advice and guidance. To support others with their policy development.

8. To organise, co-ordinate, train and undertake the Job Evaluation process with colleagues, advising and guiding managers and staff as necessary in their preparation of pre-evaluation documentation
9. In co ordination with the other HR officer(s) to ensure occupational health referrals are timely and in accordance with the HR policy on managing absence. To provide a limited welfare and counselling support role in order to ensure problems are dealt with and resolved at the earliest stage possible, referring to occupational health or the confidential counselling service as appropriate.
10. To complete national statistical returns and to provide local management information as required on a timely basis. To use, interrogate, and update as necessary, the Snowdrop HR system, providing data in a variety of formats for use by managers and Members.
11. To provide workshops and development opportunities to assist managers and their teams deal with change or new initiatives, making presentations as necessary
12. To attend meetings both internally and externally as a representative of Human Resources and Uttlesford District Council.
13. To implement staff benefits and advise on flexible working practices.
- 14 To monitor own work and identify best practice opportunities to improve both service position and development.
- 15 The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1 Knowledge

- a) Demonstrably good understanding of employment legislation.
- b) Over 12 months' experience of job evaluation.
- c) Evidence of working knowledge of employment legislation and current best practice for local government specifically and the wider HR field generally.

2 Skills

- a) Excellent negotiating style able to influence and win others round to change even during difficult circumstances
- b) Able to interpret legislation to its most practical level and provide policy or advice and guidance.
- c) Excellent organisational skills able to manage the ad hoc, competing or serious queries that arise by the very nature of the service.
- d) Ability to communicate clearly and effectively both verbally and in writing
- e) Able to evidence approach to decision-making and solution finding.
- f) Able to evidence an ability to deal with welfare issues in a non-judgmental fashion whilst acting on behalf of the organisation.
- g) Excellent key board/word processing skills.

3 Experience

- a) Proven generalist HR experience preferably in a local government environment.
- b) Able to evidence working as a member of a small team whilst managing own workload.
- c) Experienced in the use of HR databases or HR systems.
- d) Have experience of and be able to evidence the ability to provide timely and relevant advice and guidance on the application, interpretation and operation of HR policies, practices and procedures.

4 Qualifications/Training

- a) Membership or associate membership of the CIPD.
- b) Previous job evaluation training
- c) Equalities and diversity training
- d) Able to evidence continuous professional development.

5 Circumstances

- a) Able to attend external meetings on an irregular basis.
- b) Able to evidence ability to support others in the pursuit of teams objectives.

COMPRTENCIES

These criteria will be used for selection during the interview stage.

2. Competency - Personal Effectiveness And Self Development

Contains	<ul style="list-style-type: none">• Drive and Energy• Flexibility, Adaptability and Creativity• Assertiveness and Influence• Innovation• An Open Mind	<ul style="list-style-type: none">• Decisiveness• Self Development and Continuous Learning• Awareness of Risk Management Issues
Measures Select minimum 2	<ol style="list-style-type: none">1 Takes the initiative in suggesting how to move things along in a positive way.2 Displays a high level of personal drive and energy.3 Usually demonstrates awareness of own personal strengths and weaknesses.4 Seeks out and acts upon feedback on own performance, adopting a 'learning attitude' to all work activities.5 Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy.6 Works creatively, coming up with new and imaginative ideas, within own work area.7 Consults with manager and makes firm and well-considered decisions about courses of action.8 Demonstrates knowledge and awareness of personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others. <p>OR</p> <ol style="list-style-type: none">9 Seizes opportunities and takes the initiative in moving things along in a positive way.10 Works creatively, coming up with new and imaginative ideas, and collaborating with others to identify fresh approaches.11 Displays assertiveness and independence of thought and action without overstepping agreed boundaries.12 Influences the attitudes and opinions of others, gaining their agreement through persuasion to ideas, proposals and courses of action.13 Makes firm and well-considered decisions about ideas and courses of action within realistic timescales.14 Consistently seeks out and acts upon feedback on own performance, adopting a 'learning attitude' to all work activities.15 Is self reflective and takes action to enhance performance accordingly.16 Takes responsibility for own development, actively pursuing learning and (career) development opportunities.17 Seeks to improve information technology skills as appropriate to the role, makes effective use of the intranet and internet, always checking the quality of information sourced externally, and takes up training at the appropriate time	

3. Competency - Analysis And Judgement

Contains

- **Information Gathering**
- **Problem Analysis**
- **Problem Solving**
- **Judgement**

Measures

- 1 Breaks a problem down into its constituent parts, sees the 'wood from the trees' and the relationships between issues.
 - 2 Aware of information sources and how to get the information needed.
 - 3 Seeks out relevant information for problem solving and decision making, consulting with others as necessary
 - 4 Contributes to and makes sound decisions based on consideration of all the facts and alternatives available.
 - 5 Draws sound conclusions from information available, makes use of logic and contributes to imaginative solutions.
- OR
- 6 Uses established procedures to break complex problems down into parts and can relate the parts to each other within the team. Can fit into the wider picture of the service
 - 7 Aware of a wide range of information sources both internally and externally connected with work of section and able to get the information needed without direction of manager.
 - 8 Makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available
 - 9 Draws sound inferences from information available, makes use of logic and creates/contributes to imaginative solutions.
 - 10 Adopts a flexible and creative approach, redefining problems in the light of information gathered or changes in context.

4. Competency - Interpersonal Skills

Contains

- Sensitivity to Others
- Teamwork
- Developing and Maintaining Relationships
- Awareness of Equality and Diversity Issues
- Spoken Communication
- Written Communication
- IT Supported Communication

Measures

- 1 Shows consideration, concern and respect for other people's feelings and opinions; is understanding and a good listener.
 - 2 Displays a sound understanding of equality issues, respecting and valuing individuals' diversity and the variety of their contributions.
 - 3 Co-operates and works well with others in the pursuit of team goals, sharing information and supporting others.
 - 4 Communicates orally in one-to-one situations in a manner, which is clear and fluent and concise. Checks understanding and chooses appropriate style.
 - 5 Produces written communications which are clear and fluent.
 - 6 Able to access and communicate information through information technology.
- OR
- 7 Shows consideration, concern and respect for other people's feelings and opinions; is a good listener and displays 'empathy'.
 - 8 Establishes and maintains constructive and open relationships with a wide range of people, achieving positive shared outcomes and sharing feedback.
 - 9 Displays a sound understanding of equality and diversity issues, respecting and valuing individuals' diversity and the variety of their contributions.
 - 10 Communicates orally in a clear, fluent, concise and appropriate way, which holds people's attention both in groups and in one-to-one situations, encouraging feedback as appropriate.
 - 11 Produces written communications (electronic or other methods) which are clear, fluent, concise, accessible and jargon-free, ensuring they are in line with Council policy and are readily understood by intended recipient(s).
 - 12 Ensures information is available to others in an appropriate and accessible format and at the appropriate time.

6. Competency - Customer/Client* Orientation

**Please note: Customers/clients can be 'internal' within the Council as well as those to whom the Council provides a service*

Contains

- **Understanding Customer/Client Needs and Expectations**
- **Developing and Using Customer/Client Service Standards**
- **Awareness of Equality and Diversity Issues in Service Delivery**
- **Providing Valued Services**
- **Using Customer/Client Feedback in Continuous Improvement**
- **Commercially Astute**

Measures

- 1 Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid unwitting discrimination.
 - 2 Promotes and gives a positive image of both the Council and own Service.
 - 3 Seeks out and listens to the needs/views of a wide range of customers/clients, including difficult customers, accurately summarising and checking for understanding & reacts in an appropriate way.
 - 4 Achieve customer service standards, reporting occasional exceptions to supervisor, identifying reasons and making suggestions for improvement.
 - 5 Seeks occasional feedback from customers about some services provided and reports this to line manager.
 - 6 Appreciates the demands and approach of private sector organisations.
 - 7 Considers the implications of customer/client views on business plans and services being provided, and discusses these with manager.
- OR
- 8 Helps develop clear customer service standards and ensures that self and other staff work to these.
 - 9 Seeks out and listens to the needs/views of a wide range of customers/clients.
 - 10 Considers the implications of customer/client views on business plans and services being provided, and modifies/recommends changes to these as appropriate.
 - 11 Ensures employees work to customer service standards.
 - 12 Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid unwitting discrimination.
 - 13 Provides services which have been designed to meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders.
 - 14 Seeks regular feedback from customers about services provided and uses this to undertake/recommend continuous improvement to services.
 - 15 Understands the dynamics of working with private sector organisations.
 - 16 Understands the importance of accurate management information and data in providing and monitoring services.

12. Competency - Professional and Technical

- Contains**
- **Relevant Planned Experience**
 - **Qualifications to do the job**
 - **Continuous Professional/Technical Development**
 - **Planned Career Development**
 - **Awareness of similar roles in other organisations**

- Measures**
- 1 Works to the professional/technical standards required by the job including National Standards where appropriate. Also works within the Council's framework of policy and practice including those on equality and health and safety.
 - 2 Is Professionally and Technically at the leading edge and uses this knowledge effectively within job.
 - 3 Has the necessary experience to undertake the job effectively or shows good progress in gaining it in a planned way.
 - 4 Has a knowledge of the wider context in which own professional/technical function is applicable to own job.
 - 5 Keeps up to date and responds to developments and change in own job area.
 - 6 Engages in career development and Continuous Professional Development.

OR

- 7 Possesses the necessary experience, or is actively gaining it in a planned way, in order to undertake the role effectively.
- 8 Possesses, or is studying for, qualifications or equivalent appropriate expertise relevant to the competent performance of the job.
- 9 Engages in continuous development activities, thus responding to constant changes caused by internal and external factors, and developments in own job area.
- 10 Maintains a position at the leading edge of own professional/technical function, applying this effectively within the organisation.
- 11 Considers own career development options periodically in conjunction with the supervisor/line manager; makes informed choices about possibilities and development needed.
- 12 Keeps abreast of what colleagues in similar roles in other organisations are doing, networking and adopting ideas as appropriate.
- 13 Has sufficient knowledge of broader context in which own professional/technical function is applied to perform effectively in own job area.