

### Job Description

<b>Job title:</b>	<b>Assistant Director of Human Resources</b>
<b>Department:</b>	Corporate Services
<b>Reporting to:</b>	COO initially, but this is likely to move to reporting to the Director of Resources in 2022
<b>Directly Responsible for:</b>	<p>Direct reports - Senior HRBP <u>&amp; HR BP's</u> x 2 (HR Operations and EDI specialist)</p> <p>PHSO HR Team:</p> <p>Talent Acquisition Manager, HRSS Team Leader, EDI Advisor, HR Advisor, HR Administrator</p>
<b>Location:</b>	Manchester
<b>Grade:</b>	<p><b>Assistant Director:</b></p> <p>The Assistant Director level will be concerned with the year ahead, although this will be done within the context of the wider PHSO strategy. This level is likely to be leading a service, function or a team that is regarded as expert in a specific discipline. They will be making operational, technical or professional recommendations that will have a significant impact on PHSO performance in the short/medium term.</p> <p>Within the Professional and Advisory function, this level will manage a team of professionals and be responsible for the delivery of a professional capability for PHSO. They will be focused on maintaining professional compliance and assurance in all PHSO activities.</p>

<b>Job purpose:</b>	<p>To lead an exemplary HR service which supports the delivery of PHSO's strategic objectives.</p> <p>To support the Chief Operating Officer in the development and delivery of PHSO's People Strategy. <u>Please note that the reporting line is likely to change in 2022, with the role moving to report to the Corporate Resources Director</u></p> <p>To act as a source of trusted advice to senior leaders and drive key projects and priorities.</p>
<b>Main Duties:</b>	
<ul style="list-style-type: none"> <li>• To lead and develop a high performing HR service which meets the needs of the organisation.</li> <li>• To be the principal advisor to the Executive Team in all workforce matters</li> <li>• To attend the Executive Team meetings as required to provide advice and secure support of key HR policies and strategies</li> <li>• To ensure that the activity to deliver the People and Organisational Development Strategy is effectively planned, communicated and delivered</li> <li>• To build effective relationships across the organisation and with partners to develop and improve the HR service</li> <li>• To ensure the provision of high quality advice and guidance on the full range of employee relations issues, including disciplinaries, grievances, restructures and redundancies, probation, absence, ill-health and the application of PHSO HR policies and procedures.</li> <li>• To oversee HR budgets and controls in line with the requirements of the business.</li> <li>• To manage relationships with the Trade Unions, fostering strong and positive relationships between PHSO and the Trade Unions</li> <li>• To support the Senior Leadership Group to ensure people aspects of change and performance are delivered effectively.</li> <li>• To support the health and well-being agenda and promote activities across the organisation.</li> <li>• Take ownership of HR performance against target and reporting, presenting fact and insight in an engaging and compelling way to lead and influence change.</li> </ul>	

- To support the equality, diversity and inclusion agenda across the organisation.
- To represent and deputise for the COO within the business and externally, as required

**Generic Duties:**

- To promote, support and act as a role model for the PHSO's vision and values of Independence, Fairness, Excellence and Transparency.
- To manage the team's delivery against agreed targets and quality standards.
- To lead and manage change in own area and within the wider PHSO management community.
- To manage, support, develop and coach the team enabling high performance.
- To participate in learning & development activity and professional development, as required, in relation to the role.
- To contribute to an environment of continuous improvement and excellence.
- To provide excellent customer service to all internal and external stakeholders.
- To take decisions in accordance with the role's delegated authority under the casework and/or non-casework delegation schemes.
- To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to and appropriately evidenced to the role's line manager.
- To complete any other duties commensurate with the role.

**Person Specification**

## Essential Criteria

### Knowledge

- CIPD qualification or demonstrable similar experience and evidence of strong commitment to continuing professional development.
- Demonstrable and up-to-date technical knowledge and best practice in the key areas of Employment Law, Employee Relations, Resourcing and Talent Management, Learning & Development, Reward and Organisation Development.
- Sound knowledge of people management skills and processes.

### Experience

- Strong track record as a senior HR Professional with experience in public sector.
- Experience of partnering with senior management teams in a generalist HR role with a track record for building strong professional relationships and credibility.
- Substantial strategic and generalist HR experience that includes management of services across a range of specialist areas.
- Experience of advising and supporting organisations through the people aspects of change.
- Experience of dealing with a range of complex HR issues.
- Experienced people manager able to build a high performing team.
- Experienced in managing change
- A proven ability in performance management and coaching.
  
- Experience of building strong relationships with trade unions and staff forums.

## Desirable Criteria

## Knowledge

- An understanding of the services of the Parliamentary and Health Service Ombudsman, as well as the Ombudsman's role, the strategic context and the framework within which we operate.

## Skills

**Commented [GK1]:** Aren't these skills essential rather than desirable?

- Excellent communication, coaching and stakeholder skills
- Ability to work collaboratively and apply feedback.
- Able to influence others including those outside of your direct working relationships.
- Strong management skills.
- Good planning and organisational skills.
- Good problem-solving skills.
- Demonstrate high level levels of efficiency and flexibility
- Ability to use own initiative and work under pressure
- Ability to manage performance.
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## Experience

- Previous experience of working in a customer focused environment demonstrating empathy.
- Previous project management experience.



- Experience of successfully leading a range of business enhancing projects in support of a wider HR strategy

## **Competencies**

### **Engaging People**

#### ***Communicating Effectively***

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

#### ***Team Working, Diversity and Inclusion***

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

#### ***Customer Focus***

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance.

### **Organisational and External Sensitivity**

#### ***Continuous Improvement***

Continually look to improve skills, knowledge and ways of working and seeking ways to improve efficiency and value.

#### ***Managing Change***

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas.

#### ***Organisational Awareness***

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to become an exemplary Ombudsman.

### **Delivering Results**



### ***Negotiating and Influencing***

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

### ***Planning and Quality Focus***

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

### ***Creative and Analytical Thinking***

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

### **Leadership**

#### ***Maximising Potential***

Actively encourages, and supports the development of self and others. Motivates and empowers others to achieve organisational goals. Creates an environment in which people take ownership of their own career progression, taking remedial action where needed while acknowledging and celebrating success.

#### ***Decision Making***

Looks at issues with a broad view to achieve the organisations goals. Thinks ahead and prepares for the future.

#### ***Strategic Vision & Thinking***

Using and understanding the bigger picture to uncover potential challenges and opportunities for the long term, and turning these into a compelling vision for action.