

Job Description

Job title:	Human Resources Business Partner
Department:	Human Resources (Corporate Services)
Reporting to:	Senior Human Resources Business Partner
Direct Responsible for:	No direct reports
Location:	Manchester
Grade:	
Job purpose:	<p>To work alongside stakeholders to implement and embed the strategic HR agenda for the business area of responsibility.</p> <p>To provide HR expertise to the organisation and address all associated people matters in accordance with best practice, internal compliance and legal requirements.</p>
Main Duties:	
<ul style="list-style-type: none"> • To provide expert HR advice and guidance to Senior Managers, Managers and staff within the business area. • Train, coach, support and offer guidance to all stakeholders on the application of HR policies and procedures in line with current legislation. • Identify priorities from corporate and departmental plans, translating business requirements into effective HR practices and delivering people solutions aligned to business objectives. • Deliver key HR initiatives across the HR spectrum, including workforce planning, restructuring, resourcing, talent management, pay and reward, employee relations, employee engagement and performance management. • Support managers in dealing with complex casework, performance, attendance and employee relations issues. • Draw on patterns and issues that emerge from ER cases to influence decision-making across PHSO, which will lead to improved people practices. • Work closely with Managers and the Talent Acquisition Manager with regards to workforce planning and the development of resource plans • To analyse trends from people metrics to lead and influence decision-making across business areas. • Provide HR support to wider organisational projects, leading on change management activity. • Develop and maintain good relations with recognised trade unions. 	

- To support job evaluation exercises and undertake job evaluations as part of a panel as required.
- To support the equality, diversity and inclusion agenda.
- To actively promote health & well-being.
- To be involved and support L&D activity, as required.

Generic Duties:

- To support and engage with change in own area and within wider PHSO.
- 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 stakeholders.
- To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to.
- To promote and support the PHSO's vision and values.
- To complete any other duties commensurate with the role.

Person Specification

Knowledge

- Level 7 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, Performance Management and Organisation Development.
- Up-to-date knowledge of employment legislation and experience of applying it and advising on best practice HR.

Experience

- Experience of HR Business Partnering with senior management teams in a generalist HR role
- A track record for building strong professional relationships and credibility.
- Experience of successfully leading a range of HR initiatives in support of a wider HR strategy.
- Track record of contributing to the management of change successfully and experience of leading on restructuring programmes.
- A proven ability in performance management and coaching.
- Previous experience of working in a customer-focused environment, demonstrating empathy.

Skills

- Excellent communication skills, including the ability to present information and tell compelling stories in order to build senior management engagement around a range of HR initiatives.
- Courage to challenge and ability to influence others.
- Ability to analyse a range of data, including statistical information interpreting and bringing insight to a range of business and organisational issues.
- Coaching and mentoring skills.
- Ability to work collaboratively and apply feedback.
- Good problem-solving skills.
- Ability to prioritise and manage a varied workload and meet targets and deadlines
- IT literate
- Self motivated

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.



This job description is not intended to be exclusive or exhaustive. It is an outline indication of the areas of activity and may be amended to reflect the changing needs of the organisation. Post-holders are expected to undertake other duties and responsibilities commensurate with the nature, level, scope and grade of the post.