

Post title	Senior HR Consultant - Case
Division / Section	Human Resources
Department	Corporate Service
Responsible To	Lead HR Consultant - Case
Number of post holders	4
Acting up/ Secondment	No

### Purpose of Job

To provide expert guidance and support to line managers (at all grades) on case management. These cases are likely to be high risk and/or high complexity spanning all aspects of employment policy.

### THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provide guidance and advice to resolve a range of complex case management issues across all council service areas.
- The advice given will be in line with council policy, procedure and current employment law while minimising any potential risks.
- Assist in the preparation and content of related reports, for both internal and external audiences.
- Analyse case data and proactively raise risks and recommendation of mitigating actions.
- Proactively managing stakeholders, ensuring they are kept up to date on cases progression and risks.
- Proactively manage risks associated with each staff case – financial, reputational and legal.
- To provide day to day supervision and coaching of HR Consultants (Grade 6) within the team, ensuring knowledge and learning transfer. Additionally, these roles will work closely with 'Ask HR' team members and Strategy team (ER, Policy, Compensation & Benefits & Performance) to ensure collaboration across the teams relating to all aspects of case management.
- This list is indicative, not exhaustive, and describes a range of typical activities undertaken by the post.

### THE HOW- KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- Applied knowledge of human resources policy, practices and process, and supported by relevant professional or academic qualifications, e.g. CIPD or equivalent experience.
- Applied knowledge of employment law and contractual arrangements in place for employees.
- Proven ability to proactively develop and implement proposal and advice to ensure effective management of staff related cases whilst minimising risk to the organisation.
- Demonstrate ability in solving a range of HR related issues (some of which may be complex or contentious) and give advice based on HR policy, legal and technical/specialist knowledge.
- Ability to mediate between parties in a conflict situation.
- Ability to coach managers to take appropriate action.
- The ability to monitor standards in relation to HR case management and will take action to ensure standards are applied equally across the council.
- Should be educated to post graduate level / SCQF 11 or equivalent experience.

**ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

Expected to manage own time, to meet deadlines and deliver outcomes to agreed quality standards. Physical demands and conditions will be predominantly within the range of normal office based activities. All employees are expected to adhere to Council standards of practice in line with policy.

**SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

The Senior HR Consultant has no formal people management responsibilities but will be expected to lead project teams, support HR Consultants and work experience placements

**RESOURCES**

The post will not normally be responsible for managing Council budgets. The post will have shared responsibility for the security and maintenance of council wide information systems.

**HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#)