



Post title	Senior HR Consultant - Operational Excellence
Division / Section	Human Resources
Department	Corporate Services
Responsible To	Lead HR Consultant - Operational Excellence
Number of post holders	3
Acting up/ Secondment	No

Purpose of Job

The post holder will be part of a team responsible for ensuring delivering of short, medium and long-term projects and key initiatives, building best practice in our systems, processes and plans. This is fundamental to the success of the HR operating model and ultimately to ensure we deliver a service for our customers which seeks to exceed their expectations, and which supports us in our ambition to be a shared service provider for other organisations.

'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES

HR Operating model and supporting systems:

- Proactively leads on identifying and implementing continuous improvement opportunities to how we work as a team to ensure HR processes and experiences (that enable our employees) work more effectively and efficiently.
- Proactively leads on identifying opportunities to enhance and streamline customer and candidate experiences
- An in-depth understanding and experience of HR systems such that the functionality is maximised to support the wider team in ensuring HR services offered to colleagues are accessible and customer-focussed and promote the services and policies of HR.
- Work collaboratively with primarily, but not limited to, the Employee Life Cycle and Consultancy teams to ensure we are proactively maximising opportunities for continuous improvement and automation, coupled with upskilling across the team underpinned with documented standardised processes
- Proactively identifying and minimising risks associated with our systems, processes and data.
- Ensure we deliver on our promise to drive the delivery of services across HR including self-service optimisation.
- Develop and implement proposals relating to the strategic development of HR online content for HR.

Planning:

- Work with key stakeholders to agree the development, management and embed an end to end HR plan aligned to our People Strategy, enabling the team and our customers to have visibility and clarity on deliverables and outcomes.
- Ensure the HR Plan is delivered on time and offers real value and insight to stakeholders, highlighting areas of concern to the HR Service Director

- Support the embedding of a project management approach across the team (template, standards etc) and promote a project mind-set across the wider team e.g. Consultancy team, Relationship Teams, Learning & Development etc

Systems:

- Input into HR system requirements (system-related Groups and Steering Groups etc) and act as a 'subject matter expert' on HR systems.
- Work with Customer & Digital Services and partners on the continued development of HR systems.
- Supporting maximising HR systems' capabilities, opportunities and efficiencies realising benefits realised and highlighting risks to the Lead Consultant (Operational Excellence).
- Implement approved changes to the Council Organisational Structure ensuring correct procedures are followed, ensuring business readiness for any such changes.

Process improvement

- Pro-actively identify opportunities for business process improvements which improve reliability, increase simplicity, enable growth, and reduce costs and timescales for delivery.
- Facilitate decision-making – balancing the needs of all stakeholders.
- Challenge existing practices and propose initiatives to drive more efficient use of resources to deliver real benefits.
- Ensure all documentation is updated to reflect new ways of working and people are comfortable and capable with the change.
- Strong influencing and negotiation skills coupled with a strong delivery focus.
- Oversees the management of projects and change initiatives, which will vary in nature and complexity.
- Responsible for the preparation and content of reports and FOIs as necessary.
- Strong commercial acumen and insight.
- Contribute to creative and innovative solutions which will deliver best value and exceed the expectations of our customers.
- Identify opportunities for income generation and opportunities to realise our aspiration of leading the agenda on shared service provision.
- Identify People risks within HR and across the organisation and ensure they are proactively raised.
- This list is indicative of activity, not exhaustive, and describes a range of typical activities undertaken by the post holder.

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

- A broad knowledge of relevant HR systems and processes.
- Experience of project management methodologies and process improvement/re-engineering.
- An understanding of the principles of a Consultancy approach. A creative and innovative thinker with the ability to develop complex proposals set in a strategic context.
- The ability to make the connections needed across the organisation ensuring thinking is 'one organisation' and not within silo's – 'build once, use many times'.
- Demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.
- Ability to present data in a meaningful and insightful way.
- The post holder should be able to demonstrate continuous professional development and experience.

ENVIRONMENT

- Expected to manage own time and that of the team, to meet deadlines and deliver great 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, e.g. health and safety, code of conduct

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

- The post holder may be responsible for the management of HR Consultants.

RESOURCES

- 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.

Lines 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.