

POST TITLE	TEAM LEADER (ASK HR/HR OPERATIONS)
DIVISION / SECTION	HUMAN RESOURCES
DEPARTMENT	RESOURCES
RESPONSIBLE TO	LEAD CONSULTANT (EMPLOYEE LIFE CYCLE)
NUMBER OF POST HOLDERS	3
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The delivery of consistent guidance, advice and support to line managers and employees, across the organisation, on all aspects of Human Resources. As an integral part of the HR team, the post will provide leadership and management to a team to ensure the delivery of excellent service.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provides first point resolution service for all line managers and employees on all matters of HR policy, practice and process, to the highest standard, consistently and within agreed service levels.
- Through coaching and support, drive the right behaviours in line with organisational values, encouraging ownership and developing line manager capability.
- Manages and monitors the performance of the Ask HR and HR Operations team, ensuring sound knowledge and skills are consistently applied in the delivery of excellent service.
- Continuous improvement through internal and external research, benchmarking and analysis to make recommendation on best use of technology, systems and processes in the present and for the future.
- Develop excellent relationships across HR and with appropriate key stakeholders to ensure smooth handover of high risk cases and sharing of knowledge.
- Identifies opportunities for continual improvement and demonstrates effective leadership of people and change within a complex internal and external political environment.
- Contribute to the development and maintenance of knowledge management through analysis of enquiries and cases.
- Ensure all deliverables are compliant with any relevant legislation, aligned to council policies and values, and integrated with HR and Organisational Strategy.
- Ensure advice and guidance is compliant with statutory responsibilities, legislation, standing orders, delegated authority, Council policies and taking account of local and national agreements.
- Identify, establish and lead on effective management arrangements for key risks within the service, compliant with the Council's risk management policy and framework.
- Supports the Council's democratic process, including Executive Committees, Partnerships, meetings of the Council and Elected Members where required.
- Deputise for line manager and represent the department as required.
- Leads or support a range of projects and key initiatives ensuring outcomes are delivered within a time, cost, quality framework.
- 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. degree IN HRM or equivalent relevant experience.

- Demonstrate critical and analytical thinking to help resolve issues or make improvements.
- Proven ability to build and develop productive working relationships and communicate effectively at all levels within an organisation.
- Proven ability to influence and negotiate to achieve desired outcomes.
- Proven ability to interpret, analyse, compare and contrast data and information to help drive continuous improvement.
- Bring complexity to life making it easy and simple to understand.
- Demonstrate a curiosity to grow knowledge and personal insight to help with continuous personal and professional development.
- Demonstrate effective communication skills and understanding of the target audience.
- Demonstrate sound judgement in decision making within agreed governance controls.
- Proficient in Microsoft office
- Should be educated to post graduate level / SCQF 11 or equivalent experience.

ENVIRONMENT

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)

To effectively lead and manage a team of HR professionals (circa 8-12 FTE) to deliver first point of contact resolution for all HR enquiries and operations.

RESOURCES

The post will not normally be responsible for non staffing 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.

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](#)