

Person specification

Position Title	Senior HR Consultant, Operational Excellence
Team	Human Resources
Directorate	Corporate Services
Responsible To	Lead Consultant, Operational Excellence

Qualifications, training & professional membership	<ul style="list-style-type: none"> Qualified to degree level in a relevant discipline or able to demonstrate equivalent experience 	Essential
	<ul style="list-style-type: none"> Evidence of continuous professional development 	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Experience

Pro-actively identify business process improvements and system improvement opportunities which deliver business and customer benefits	Essential
Lead on delivery of process improvement projects which meet business needs and which support the services and policies of HR	Essential
Working with digital solutions to improve customer experience but also to maximize full system functionality for the benefit of HR	Essential
Strong track record of leading self and teams in complex systems projects	Desirable
A proven ability to plan, manage and deliver projects and assignments	Essential
Change management - identifying requirements and delivery of solutions to support customers with change	Essential
Report writing and development of business cases to support key outcomes	Desirable
Systems experience using: Content Management Systems for delivery of web content; Customer Service Management (CSM) applications (creation of forms and general usage)	Desirable

Knowledge, skills and understanding

Thinking strategically and influencing and contributing to organisational decision making	Essential
Facilitate decision-making – balancing the needs of all stakeholders	Essential
Strong leadership skills coupled with demonstrable values which are in line with our Organisational Behaviours, supporting the development of our organisational culture we aspire to develop.	Essential
Highly developed internal consultancy and contracting skills	Desirable
An authentic individual who can lead by example, inspiring confidence and building respect	Essential
Able to bring forward proposals for improvement and contribute to our organisational effectiveness	Essential
Able to develop strong relationships across our organisation and to influence the right behaviours and the best possible outcomes	Essential
Able to take a broad view in the analysis and resolution of complex issues, assess impacts and provide easily understood recommendations	Essential
Analytical thinking and problem-solving	Essential
