



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Head of HR Advice and Consultancy

Grade: MGC

DIVISION/SECTION: Human Resources

Responsible to: Head of Human Resources

Responsible for: 7 HR Advisors

Post number:

Date:

1. MAIN PURPOSE

- 1.1 The post holder will lead and provide strategic leadership to the advice and consultancy function within the Merton Human Resources section ensuring that the organisation has high quality HR advice in areas such as reorganisation and TUPE, managing disciplinary and sickness issues, working with trade unions and transformation plans
- 1.2 The post holder will lead the advice and consultancy team – ensuring that the appropriate resources are allocated to the pieces of work identified by the business and maintaining consistency of advice and support across the service
- 1.3 The post holder will also manage client engagement; ensuring that they are abreast of all the major people changes happening in the organisation and able to provide, or organise the provision of, high quality employment and HR advice

The post holder will be one of the organisational experts on HR employment issues, as part of the HR management team to contribute to the leadership of the division

2. MAIN DUTIES AND RESPONSIBILITIES

- To facilitate and ensure the provision of high quality human resources advice to senior officers and managers within LBM.
- To manage the advice and consultancy team ensuring that recruitment, training, development, appraisal, performance, workload allocation, quality assurance, risk and other management activities are carried out in accordance with policy.

- To lead on the continuous development and maintenance of the various processes related to the advice and consultancy function, liaising with the business and colleagues across HR to ensure that the processes delivered are as simple as possible.
- To, over time, develop the team and work with the organisation to deliver a more self-service approach to many transactional HR activities, allowing the team to deliver more consultancy.
- To lead on the client engagement with the organisation around HR employment issues – including building strong relationship with Directors and Assistant directors, liaising with colleagues at all levels of the organisation and providing reports for DMTs, corporate boards and CMT as required.
- Provide horizon scanning capabilities for the organisation – helping to identify potential HR issues or areas where HR support and intervention will lead to improved business outcomes
- In coordination with the Pay, Rewards and Employee Relations Manager manage the production of high quality performance indicators and other management information to help the organisation manage its staff
- To develop, and be responsible for the delivery of, creative solutions around employment and HR issues.
- To develop, plan and deliver HR strategic issues via long-term project work including: workforce plans, , significant change management programmes, and implementation of long-term HR strategy to meet the business needs of the council
- To manage, in partnership with service managers and HR colleagues, departmental employee relations with the recognised trades unions
- To act as a lead client for legal services on employment issues – acting as the key point of contact for that service.
- To ensure HR involvement from the very beginning of all change projects within the council
- To support Departments as HR lead on work with other local authorities around shared initiatives, systems and other opportunities; representing the council's interests.
- To ensure the provision of support to schools – as detailed within the schools SLAs
- To keep abreast of legislative, policy and statutory changes that impact the organisation's ability to manage its staff in the most optimum way
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- To be a part of the Human Resources management team – participating in cross divisional work and representing the department elsewhere within the organisation as required
- To be responsible for their own personal development – taking the opportunities presented by the council and developing their own skills and experience where possible.
- To undertake any other task identified by the Head of Human Resources and that is commensurate to the level of the role.
- As part of the HR management team, advise and support HR colleagues in other HR teams in the absence of their manager

**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

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Qualifications and Experience

- Chartered Institute of Personnel and Development (CIPD) qualified
- Experience of providing high quality and consistent HR advice to all levels of stakeholders in a large organisation.
- Experience of managing transformational change and effective working with staff, partners and key stakeholders
- Experience of managing complex HR projects through to successful conclusion.

Skills and Knowledge

- Comfortable with working in fast changing working environments and able to work effectively with ambiguity
- Ability to lead a team of HR professionals to deliver excellent outcomes for the organisation.
- An ability to manage risk and take appropriate risk mitigation measures; especially around employment issues
- Ability to develop and deliver creative solutions to complex organisational and HR problems
- Proven leadership and interpersonal skills combined with the ability to work effectively as an individual and within a team in an environment of competing priorities and tight deadlines.
- Personal and professional demeanour, probity, credibility, sensitivity and integrity that command the confidence and trust of members, chief and senior officers, staff, partners and other stakeholders

Managerial and personal requirements

- Excellent communication skills, both orally and in writing
- Ability to manage relationships with a variety of stakeholders – leveraging those relationships to deliver positive outcomes for the organisation
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team