



LONDON BOROUGH OF MERTON

INNOVATION AND CHANGE

JOB DESCRIPTION

POST TITLE: Head of HR Advice and Consultancy

Grade: MG1

DIVISION/SECTION: Human Resources

Responsible to: Head of Human Resources

Responsible for: 8 HR Advisors, Apprentice, Project teams

Post number:

Date: August 2023

1. MAIN PURPOSE

- 1.1 The post holder will lead and provide strategic leadership to the HR Advice and Consultancy function within the Merton Human Resources section ensuring that the service provided to the London Borough of Merton is of the highest standard. This will include comprehensive advice in areas such as reorganisation, TUPE, managing employee relations cases, working with Executive Directors, Directors, Heads of Service to achieve desired outcomes. Consult and negotiate with trade unions, liaise with Headteachers and schools Senior Leadership Teams.
- 1.2 The post holder will provide strong leadership to the Advice and Consultancy team – ensuring that the appropriate resources are allocated to the work identified by the business, providing professional expertise and ensuring that best practice is followed.
- 1.3 The post holder will 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.
- 1.4 The organisational expert on HR employment issues applying innovative and creative solutions and problem-solving expertise.
- 1.5 As part of the HR Management team contribute to 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 lead on the HR Advice and Consultancy service for schools within the Service Level Agreement.
- Maintain the Local Authority relationship with schools and the Schools Improvement team to ensure an oversight of employee relations issues and maintain schools' income from the SLA.
- To manage the advice and consultancy team ensuring that recruitment, training, development, appraisal, performance, resource 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 lead on the client engagement with the organisation around HR employment issues – including building strong relationship with Executive Directors and Directors, liaising with colleagues at all levels of the organisation and providing reports for DMTs, corporate boards and CMT as required.
- To champion Data Quality in the Department, proactively ensuring that the data managed by the Human Resources division on behalf of the council is both well maintained and used to identify and drive service improvements across the council.
- Design strategies to ensure HR provides clear business focused outcomes for the utilisation of staffing resources aligned over the long term with delivering the Council's overall workforce plan.
- 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.
- Devise interventions to achieve the development of management capacity. Anticipate and develop plans to support the workforce, including addressing business challenges, utilising HR management information to identify trends and predict support for future service provision.
- Responsible for ensuring that the function meets its performance targets in assessing and reviewing outcomes and tailoring HR resources to ensure continuous improvement.
- In coordination with the Pay, Rewards and Employee Relations Manager manage the production of high-quality performance indicators and other management information.
- Manage the production of high-quality departmental focused HR Metrics.
- 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; 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
- 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 support the delivery of the Workforce Strategy, working with key members across the organisation to ensure a fit for the future workforce.
- To be responsible for your own personal development – taking the opportunities presented by the council and developing their own skills and experience where possible.
- As part of the HR management team, advise and support HR colleagues in other HR teams in the absence of their manager.
- Ensure workforce equality, diversity and inclusion (EDI) is proactively considered in all workforce policy and practice and be a visible role model and champion of EDI in the workforce
- To represent the Head of HR as appropriate, at external meetings on behalf of the authority.
- To champion Data Quality in the Department, proactively ensuring that the data managed by the Human Resources division on behalf of the council is both well maintained and used to identify and drive service improvements across the council.
- To undertake any other task identified by the Head of Human Resources and that is commensurate to the level of the role.
- Participate in local, regional and other relevant groups and keep up to date with the latest developments in HR business partnering, employment law, best practice and other relevant areas.
- To act as Silver as part of our emergency planning arrangements as required
- To participate and take a lead in the staffing of local elections as required

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

POST TITLE: Head of HR Advice and Consultancy
Grade: MG1

Qualifications and Experience

- Educated to post-graduate level or with requisite management experience
- Chartered Institute of Personnel and Development (CiPD) qualification
- Significant experience of providing high quality HR advice to all levels of stakeholders in a large complex 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.
- Experience of managing a team of HR professionals with an emphasis on performance and being able to develop team members to deliver excellent outcomes for the organisation
- Experience of working with schools-based clients and knowledge of schools related issues, terms and conditions.

Skills and Knowledge

- Working knowledge and understanding of current legislation in relation to employment
- Comfortable with working in fast changing working environments and able to work effectively with ambiguity
- Knowledge and awareness of the issues involved when working within a diverse staffing group
- Able to provide leadership and vision to officers and members and to champion diversity, equalities and inclusion across the Council
- Able to manage conflict to ensure a positive outcome
- Able to use data and statistical information to identify trends and develop solutions to any issues that arise
- Able to evaluate, interpret and analyse a variety of qualitative and quantitative information, presenting it in a way that is clear and easily understood
- Able to identify creative, realistic solutions to problems and deal appropriately with issues that may be controversial or sensitive
- Able to work under pressure, manage competing priorities and achieve tight deadlines
- Able to establish and develop positive relationships, both internally and externally, and influence a wide range of people
- An ability to manage risk and take appropriate risk mitigation measures; especially around employment issues
- Able to demonstrate understanding of political sensitivities
- Able to represent your employer and liaise with external organisations as appropriate

Managerial and personal requirements

- Excellent communication skills, both orally and in writing, good numeracy and analytical skills
- Ability to manage relationships with a variety of stakeholders – leveraging those relationships to deliver positive outcomes for the organisation
- Show resilience and drive to cope with the demands and pressures of the post.
- Self motivated and able to work on own initiative
- 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
- 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
- A strategic thinker with a record of effective and efficient service delivery
- Solutions and outcomes focussed
- Ability to develop and deliver creative solutions to complex organisational and HR problems
- Experience of performance management of staff including the ability to motivate staff, including professional staff, to work more productively.
- Understanding of the council's vision and mission statement and how they relate to the work of the team

Personal Style and Behaviour

Please refer to LB Merton's Model of Leadership Behaviours (attached).