

JOB DESCRIPTION

JOB TITLE:	Human Resources Business Partner
POST REFERENCE:	HRBP205
SALARY GRADE:	Circa £35k
HOURS:	37.5 hours per week
PRIMARY LOCATION:	Wakefield – West Yorkshire
RESPONSIBLE TO:	Head of Human Resources
RESPONSIBLE FOR:	HR Administrator

PURPOSE OF POST

To provide a comprehensive, proactive, customer focused, solution-led human resources support and advisory service to the organisation that takes account of emerging business needs and ensures consistent and fair practices are applied. Advising on strategic and operational people issues in particular on the involvement of managers and staff in delivering exceptional performance and continuous improvement to service delivery.

To lead and manage HR administration, systems and processes to ensure the organisation is provided with streamlined HR administration processes, together with accurate and timely data to support business needs.

To deputise for the Head of HR in the post holder's absence.

Main Duties

1. To work in partnership with all areas of the organisation, to fully understand and respond to the key business drivers, current and future business needs.
2. To build and maintain strong working relationships with managers, taking an active and accountable role influencing high level decision making on a range of operational matters.

3. Schedule and attend appropriate management meetings to pro-actively discuss HR casework and operational matters, provide management information required for monitoring key HR performance indicators and to flag key issues to be addressed.
4. Provide effective leadership and management of the HR Administrator, allocating work to meet deadlines to ensure the HR department are effectively and efficiently responding to business needs.
5. Responsible for the development of the HR Administrator, setting service standards to ensure workload is delivered to set standards and expectations and monitor performance against these standards.
6. To deliver a proactive HR service to staff providing clear, consistent support, advice and guidance in a timely manner on a variety of HR matters.
7. Deputise in the absence of the Head of Human Resources.
8. Guide and support managers through complex employee relations issues i.e. disciplinary, grievance, capability, sickness absence.
9. Play a key role in supporting staff engagement and communication throughout the organisation i.e. Chairing the Staff Engagement Group, providing relevant information to staff and taking appropriate follow up action.
10. Provide training and informal coaching to increase confidence of managers in handling staff performance and formal casework issues.
11. To take the HR lead on key strategic projects throughout the organisation as agreed with the Head of HR and areas of responsibility.
12. Work in partnership with relevant colleagues to continuously raise the profile of HR and ensure a consistent and proactive service is achieved.
13. Contribute to the development and improvement of HR process, policies and procedures to support the continuous improvement of the HR service.
14. Undertake a variety of employee relations workshops/presentations/briefings to support managers to fulfill the people management aspects of their role.
15. Provide professional support to the recruitment and selection of employees including working with managers to agree recruitment activity, provide advice and attend interviews as and when needed.
16. Attend relevant focus groups / committees and feedback relevant information to the HR team, as required.
17. To ensure professional knowledge and sector knowledge is updated regularly.

General duties and responsibilities

1. To provide a helpful, professional and flexible service to internal or external customers of the department or the organisation.
2. To act in accordance with organisation values and positively represent Penny Appeal in all aspects of your work.
3. To operate in accordance with the organisation's policies and procedures.
4. To act in a safe manner which safeguards the health and safety of yourself and others.
5. To be aware of equality and diversity and the needs of customers and demonstrate these principles in all aspects of your work.
6. To participate in and take responsibility for your own learning and development
7. To provide cover or support for other members of your team and undertake any other duties required by your line manager appropriate to your position within the organisation.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive, nor are they shown in the order of priority or frequency. They may be varied from time to time after consultation with the post holder. You may, from time to time, be required to work evenings, Saturdays or on a Sunday

Person Specification – Human Resources Business Partner

CRITERIA		Essential (E) Desirable (D)
Qualifications	Educated to degree or HND level	E
	Fully qualified CIPD	E
Experience	Demonstrable experience of providing an excellent HR service within a complex organisation	E
	Proven experience of supporting and advising managers on all HR issues.	E
	Experience of supporting the organisation to undertake organisation/ departmental wide restructures.	E
	Sound knowledge of employment law & best practice	E
	Experience of dealing with complex employee relations issues.	E
	Proven ability to work independently	E
	Excellent organisational, influencing and people skills	E
Knowledge & Skills	Excellent IT skills	E
	Ability to continuously improve HR systems, maximising automation opportunities	E
	Ability to problem solve in an effective manner	E
	Ability to communicate and work effectively with others at all levels of the organisation	E
	Excellent interpersonal and communication skills, written and verbal	E
	Ability to work under pressure and to meet targets and deadlines.	E
	Experience of managing and leading a team	E
	Excellent project management skills	D
	Ability to work effectively as a member of a team and autonomously as required	E
	Attention to detail and accuracy	E
	Ability to manage and prioritise own workload to ensure deadlines are met	E
	Confidentiality and discretion	E
	Evidence of commitment to own continuous professional development (please give information about your CPD during the past 2 years)	E
	To uphold and behave in accordance with the organisation's core values (currently under review)	E

CRITERIA		Essential (E) Desirable (D)
Personal Attributes	A professional and flexible approach to work	E
	Commitment to promoting equality and diversity in what we do	E
	A positive attitude with a strong desire to see the organisation succeed	E