

Role Title	Director of Human Resources
Job Family	DCE
Competency Level	Chief Officer
Pay Scale	CD 3
Purpose	
<p>To manage and lead the HR teams and providing strategic policy direction, leadership, and management.</p> <p>To advise on all employee and HR related issues and ensure that all interventions are designed to support the delivery of the Council's priorities.</p> <p>Deputise for the Director of People OD and Business Support in supporting the vision and strategic direction to relevant programmes ensuring that they are business orientated, fit for purpose, value for money and focussed on performance improvement for the Council.</p> <p>Proactively promote the Council's Equality Diversity and Inclusion Strategies and programmes of work.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Direct, develop and control the service. Responsible for all operational decision making and management of the service.</p>	<p>Activities within the service are directed and controlled to ensure the required outcomes and standards are delivered either directly, through commissioned or funded services.</p> <p>Member input, community consultation and customer feedback inform the design, development, delivery and performance management of the service.</p> <p>Service quality, customer satisfaction, efficiency and continuity are maximised.</p>
<p>Service strategy and policy formulation and implementation are aligned to the Councils overall corporate strategy and objectives.</p> <p>Actively contribute to the corporate management and strategic direction of the council as part of the Directorate Management Team</p>	<p>Service strategy is developed, agreed and implemented.</p> <p>Service priorities are established.</p> <p>Changing priorities and external requirements are anticipated and assessed.</p> <p>Innovative approaches and responses are developed and delivered.</p>
<p>Accountable for the strategic and operational planning and delivery of the service targets and objectives. Ensure the service's plan and performance (either directly or through commissioned / managed services) results in the implementation of agreed Council strategies, policies and outcomes.</p>	<p>Policy direction is translated into service outcomes.</p> <p>Service and business plans and targets are developed, communicated, cascaded and monitored.</p> <p>Robust performance and quality management systems and procedures are in place and meet all requirements.</p>

<p>Input to the strategic planning of the wider organisation.</p>	<p>Performance, quality and contractual compliance are managed effectively.</p>
<p>Advise Management Board and Members on issues relevant to the service. Provide challenge and advice to colleagues, managers and partner organisations.</p>	<p>Act as lead professional adviser in area of responsibility.</p> <p>Strategic advice, critical challenge and moderation are provided in relation to all aspects of the service and wider council / partner activities as appropriate.</p>
<p>Develop and manage stakeholder relationships. Ensure the service has good relationships with Council Members, other service areas, customers, the public and the media.</p>	<p>Good working relationships with associated and affected interest groups / key stakeholders are established, promoted, fostered and sustained.</p> <p>Customer comments and complaints are used to improve service performance.</p> <p>The Council is represented on local, regional and national forums.</p>
<p>Develop opportunities for partnership working both within and outside the council. Lead on relevant partnerships between the Council and other public, private, voluntary and community sector bodies.</p>	<p>Where appropriate, delivery of the service is achieved / supported through partnerships.</p> <p>Partnership working is led effectively.</p> <p>Best practice is identified, shared and promoted.</p>
<p>Provide leadership and direction for the service, to ensure the delivery of timely and appropriate services to customers.</p>	<p>The service is led by a professional, motivated and effective management team.</p> <p>Recruitment, induction development, performance review, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Deficiencies and underperformance are actively resolved.</p> <p>Effective team meetings take place.</p>
<p>Identify, secure, deploy and manage the resources necessary for the service to meet/ exceed its objectives.</p>	<p>Appropriate organisation structures and processes are developed and implemented to meet changing organisational requirements.</p> <p>Resources are effectively and efficiently deployed to achieve service objectives.</p>
<p>Ensure that the capacity to respond positively to change is enhanced, “traditional thinking” is challenged and innovative solutions are pursued throughout the area of responsibility.</p>	<p>Necessary changes to culture and practice are implemented and sustained.</p> <p>Conditions for others to perform and to innovate are created.</p> <p>Improvement of the service is focussed and driven to meet strategic objectives and improve service user outcomes.</p>

<p>Plan and direct / sponsor significant strategic programmes, projects and initiatives, both within the service area and across the council / partnerships.</p>	<p>Major/complex multi-disciplinary programmes are monitored, and directional control provided.</p> <p>Resources required to deliver the project / programme are secured.</p> <p>Projects / programmes have clear and assigned accountabilities and achieve their objectives.</p>
<p>Job-Specific Accountabilities</p>	
<p>Proactively lead the HR and H&S services by setting the strategy for the service and taking a lead role needed within the organisation to deliver successful solutions/ outcomes.</p>	<p>Long, medium and short-term plans are formulated working closely with directorates and services to ensure the delivery of fit for purpose HR and H&S service which is aligned with key Council priorities and strategic outcomes.</p> <p>Development of appropriate people related strategies to ensure delivery of the Council's wider strategic vision.</p> <p>Partnership working is established with colleagues across the Council.</p> <p>Within the context of the HR vision, strategic priorities and HR Operating Model, to lead the development and delivery of the employee relations strategy and plan to ensure it supports the Council to deliver its objectives across all services.</p> <p>To take responsibility for ensuring that the appropriate employee relations principles, tools, policies and practices are well executed, and that other human resources policies and procedures are consistently developed and deployed in line with the Council's priorities and stated values</p> <p>To lead on resolving complex employee relations issues that create significant risk to the Council and instruct those leading the issue on the appropriate approach</p> <p>Service budgets are managed to ensure efficient and effective use of resources and achievement of targets for the Service and Corporate Development as a whole.</p> <p>Councillors, Management Board, and key stakeholders express high levels of satisfaction with the service.</p>
<p>Support the delivery of seamless and successful HR and H&S services, working with all areas of Corporate Development to deliver services that align with the overall corporate plan.</p>	<p>Development and application of established and innovative programme of work aligned to delivery of the Councils People Strategy and Pay Gap strategies.</p> <p>Arrangements in place to comply with internal and external governance and best practice requirements.</p>

	<p>Results oriented approach adopted while managing complex matters.</p> <p>HR team is organised, structured and diligent in setting time-bound objectives and navigating roadblocks and eliminating barriers to successful attainment of those objectives.</p> <p>To foster a culture of service excellence and act as an exemplar of the HR profession by taking responsibility for ensuring that aspirational HR service standards are developed and maintained and to provide professional leadership to managers in the HR Teams.</p> <p>To lead and manage the HR transactional services and to work closely with the HR Administration team to ensure a seamless provision of HR services to managers, our workforce and applicants for positions within in the Council.</p>
<p>Produce and contribute towards agreed reports for Management Board, senior Councillor, Trade Union, and Officer stakeholders.</p>	<p>Development and management of action plans and reporting mechanisms in relation to key strategic or policy driven work.</p> <p>Ensure delivery of a suite of reports relevant for Senior Managers and Members on the position of the service and the Council's key HR metrics.</p> <p>Ensure appropriate publication of information in accordance with the Council's PSED duties</p>
<p>Provide team leadership that attracts and develops a highly skilled team (insourced and outsourced).</p>	<p>Bring out the best in people with different backgrounds and working styles, while unifying them in purpose, role clarity, and expectations related to deliverables.</p> <p>An enabling culture within the teams that supports success, innovation and advancement and contributes to the success of the organisation.</p> <p>Promoting the highest standards of ethics and compliance.</p>
<p>Establish excellent relationships with the senior Political Leadership, Management Board members, staff at all levels, peers, external bodies and all stakeholders.</p>	<p>Implementation of change through leadership, motivation and inspiration of others.</p> <p>"See things differently", look beyond existing processes and ways of working to produce more effective and innovative services and performance delivery.</p> <p>Use political judgement and astuteness in understanding and working with diverse groups.</p> <p>Work effectively within complex and ambiguous structures to achieve results where resources may not be under the direct control of the role.</p>

Nature of Contacts

- Members, the Chief Executive, Strategic Directors, Heads of Service, Trade Union officials and equivalent levels in external bodies, private sector and partner organisations to advise, discuss, challenge and influence. Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.
- Manage complex political relationships. Manage relationships with key stakeholders and delivery partners including negotiation of complex political / strategic / commercial issues.
- Manage confidential, challenging and highly sensitive issues / situations, which involve significant negotiation, persuasion and influencing skills. Interaction with others and the ability to successfully influence and motivate are fundamental to the role.
- Direct line management of teams within HR.

Procedural Context

Reports to the Director of People, Organisational Development and Business Support.

- Supporting the Director of People, OD and Business Support and management team in the achievement of the Council's priorities.
- Leadership of the development and delivery of the People/workforce agenda in collaboration with key stakeholders across the Council
- Building strong relationships with Directors, senior managers, Trade Unions, Staff Networks and employees to continually develop the Employee Experience offer.
- Leading the delivery of the Equality, Diversity and Inclusion strategy, working collaboratively across the Council.
- Ensure the timely provision of workforce management information to relevant services in order to support with delivery.
- Working with the relevant HR Teams to lead the development and delivery of an efficient and legally robust employee relations offer.
- Lead and manage the Council's HR teams and associated staff.
- Working in partnership with the Trade Unions, meeting regularly to share information and develop the Employee Experience agenda
- Management of the Budget related to the HR Teams to ensure value for money and delivery.
- Practise continuous professional development and external networking, bringing new and innovative ideas into the team and across the Council
- To take on any additional duties commensurate with the grade of the post

Key Facts and Figures

- Monitor and control the budget of a council service
- Decisions will impact across own service, the wider Council and its partnerships.
- Employees directly managed will be senior management teams, each responsible for significant resources and operational service delivery.

Resourcing

- **Budget Responsibilities: Circa £2m**
- **Supervisory Responsibilities: a minimum 4 Direct Line Reports**

Knowledge, Skills and Experience

- Substantial experience working at a senior level in HR and OD in a large and complex organisation.
- Highly organised, able to prioritise and handle change, and to lead a team to work calm and effectively under pressure and to meet deadlines.
- Experience of delivering HR and H&S Services in a collaborative and inclusive way.
- Understanding of the Equalities, Diversity and Inclusion agenda and able to turn this into positive delivery and outcomes.
- Experience of reviewing strategies, policies and procedures and aligning them with corporate priorities.
- Experience of analysing complex data and communicating your findings to a variety of audiences.
- Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge.
- Evidence of successfully dealing with a range of complex and contentious matters requiring a consistently high degree of support, persuasion and advocacy and an awareness of major policy objectives.
- Ability to provide visionary leadership, promoting and articulating the key priorities of the council's workforce agenda and translating strategy and objectives into real actions that individual staff can identify with.
- Excellent inter-personal and team working skills, and a proven ability to motivate, enthuse and drive individuals.
- Excellent communication and presentation skills, with the ability to communicate ideas, issues, systems and procedures successfully at all levels to a variety of audiences.

Indicative Qualifications

- Educated to degree level and/or relevant work experience
- Management qualification (e.g. CIPD, MBA or MPA)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.