

Job Description

Workforce Manager

Date: November 2018

POST: Workforce Manager

SERVICE: People and Change

SECTION: Workforce

BAND: SE1

REPORTS TO: Head of People and Change

RESPONSIBLE FOR: HR Consultants x 3
Payroll Manager
Principal Workforce Analyst and Systems Development Officer
HR Operations and Recruitment Consultant

TYPE: 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post will require a Disclosure and Barring Service (DBS) certificate clearance given this position is Council Lead DBS Signatory.

MAIN PURPOSE

1. Co-design and implement a workforce strategy fit for 21st century public service provision. Work with partners ensuring workforce initiatives are joined up and outcome focussed.
2. Plan, develop and lead the provision of a comprehensive HR consultancy and advisory service.
3. Develop and manage working relationships with stakeholders, marketing the strategic and operational capabilities of the integrated HR consultancy services.
4. Act as the key source of high-level HR Consultancy knowledge, skill and expertise.
5. Maintain the Corporate overview for employee relations issues, and lead on the strategic relationship with the recognised Trade Unions and staff representatives. Deliver the Council's agreed staff consultative framework and overview of all employee relations and HR policy matters.
6. Contribute to the development of corporate employment strategies and the production of an integrated workforce resource planning and talent management solution for the Council.
7. Oversee the provision of the Council's in house recruitment service.

8. Responsible for the day-to-day management, leadership and motivation of direct reports including recruitment, management, development and performance review
9. Contribute as an effective and collaborative member of the Workforce team and the wider People and Change department.
10. Oversee the provision of a comprehensive payroll and pension administration service.

MAIN DUTIES

1. Plan, develop and lead the provision of a comprehensive HR consultancy service:

- Actively promote and embed the consultancy teams' usage of the HR information system and use of management information and key performance measures to inform the operational performance and service planning activities and processes.
- Lead the continuous transformation of the service to one in which employees and managers are self-sufficient with utilising online tools for routine queries and the HR Consultancy team proactively providing pragmatic and bespoke employee relations advice.
- Continuously review the effectiveness and efficiency of the HR Consultancy service provision.
- Negotiate and review performance contract/service level agreements which deliver both HR advice and consultancy support for service reorganisations.
- Review and realign resource capacity to meet demand for casework and projects.
- Establish and implement an agreed work programme for the HR Consultancy Service ensuring effective project management working within the team.
- Assign casework through allocated HR Consultants.
- Oversee work processes to ensure quality services are delivered to agreed time and budget standards.
- Evaluate services and advice delivered in line with agreed performance standards, best practice, employment legislation and corporate people management policies.

2. Provide consultancy services in a professional, proactive and commercially focused manner in the day-to-day delivery of HR Services:

- Work in partnership with service leaders to proactively identify key business drivers and needs, focusing on both the short term and longer-term implications.
- Identify the key issues, split of responsibility, costs and resource implications including time lines, possible outcomes and any associated risks. This will include identifying and recommending any additional professional support outside of the workforce service as appropriate.
- Ensure at all times that objectives and responsibilities are clearly established and all parties remain accountable in the decision making process.
- Ensure appropriate record keeping for audit purposes in line with best practice, information management and data protection requirements.
- Actively challenge existing/established ways of working both within and outside of the department and work towards establishing a more dynamic approach to these working systems.

- Actively evaluate all work/projects with a view to identifying improvements and contributing to data analysis that informs future workforce solutions.

3. Develop and manage influential working relationships with key stakeholders, marketing the strategic and operational capabilities of the integrated HR Consultancy services:

- Promote and facilitate the managers group to recognise and embrace the HR Consultants in order for them to fully understand the key business drivers and needs of current and future workforce challenges.
- Co-ordinate and deliver a strategic HR perspective regarding service development and planning.
- Maintain an overview of all complex ER casework proactively identifying and intervening where reputational risk is identified.
- Establish and maintain effective working relationships with nominated partners, other senior managers and elected Members.
- Promote the capability and confidence of senior managers to manage HR issues.
- Share learning and professional expertise with senior managers to inform future service planning e.g. reorganisations.
- Develop innovative, practical and cost-effective solutions to improve business efficiencies.
- Promote harmonisation of employment conditions across the Council services wherever appropriate.

4. Act as the key source of high-level HR Consultancy knowledge, skill and expertise:

- Advise and assist elected members and senior managers to achieve service objectives through effective HR management.
- Identify wider implications of HR issues, resourcing requirements and risks during service planning processes.
- Provide the highest level of HR input for disciplinary and grievance matters.
- Responsible for responses to employee litigation on behalf of the Council.
- Attend National, Regional and Local forums, to bring back and disseminate HR best practice to improve the Council's workforce strategy.

5. Deliver the Council's agreed staff consultative framework and maintain an overview of all employee relations and HR policy matters:

- Establish and maintain a constructive consultation framework and liaison with the Trade Unions and staff representatives.
- Provide a timely and comprehensive service of development and interpretation of HR policy, employment, equality and diversity law and the application of general principles of best practice to any proposals for workforce change affecting staff.
- Deliver a rolling programme of people management policy and procedure reviews, ensuring best practice, compliance with employment and other related legislation and published to plain English standards.
- Ensure the provision of modern fair and effective mechanisms for dealing with employee complaints.
- Oversee all employee relations practice in relation to equal opportunities and the Council's diversity priorities.

6. Contribute to the development of the corporate workforce strategy and the production of an integrated workforce resource planning and talent management solution for the Council:

- Collaborate with the Organisational Change Manager to develop and deliver departmental workforce plans to identify current and future service requirements; workforce organisational health data (including hotspots to inform interventions); recent and potential employee relations issues; with consideration for current and future legal requirements.
- Oversee the departmental service planning and on-going service review monitoring to inform people plan revisions, monitoring and progress reporting.
- Provide leadership and support to the HR business partners in the delivery of this key strategic activity.
- Participate and contribute to the design and development of the Council's workforce strategy taking ownership of the HRM components of the strategy.
- Take the lead in collaboration with the HR&OD leadership team to provide the narrative for the HRM components of the workforce organisational health reports and the analysis and narrative for the annual workforce profile, ensuring due consideration in respect of the Council's equality and diversity priorities.

7. Oversee the provision of the Council's in house recruitment service:

- Oversee the delivery of an end-to-end recruitment process to enable the Council to attract and retain the competent and experienced individuals that the organisation needs to deliver modern public services.

8. Responsible for the day-to-day management, leadership and motivation of direct reports including recruitment, management, development and performance review:

- Create and promote a performance orientated approach and culture and an environment of continuous improvement, ensuring delivery of effective and timely work plans and supervision/performance review arrangements
- Manage the activity of direct reports, taking a proactive customer-focussed approach
- Deal effectively with any direct reports' sickness/ performance/personal issues in a timely and sensitive manner
- Take personal responsibility for direct reports ensuring their continued professional development and highest standards of performance
- Ensure direct reports have the resources, skills, competence and training to deliver quality services
- Ensure financial, operational and reputational risks of the HR team are recognised and that robust systems are in place within the team to monitor and report on such risks
- Encourage input and feedback from direct reports into continued service review and development
- Consider issues generated outside of the department and to contribute to the design of solutions to meet emerging need in a consistent and efficient manner

9. Contribute as an effective and collaborative member of the wider People and Change Service:

- To deputise for the Head of People and Change as required.

- Participate in the on-going development, implementation and monitoring of the wider service plan.
- Champion the professional integrity of the service.
- Champion e-knowledge and e-process management skills and knowledge development across People and Change.
- Actively share feedback across the team, both positive and constructive criticism, on people management policies and interventions.
- Support wider divisional, departmental and corporate projects and initiatives.
- To actively challenge existing/established ways of working both within and outside of the department and work towards establishing a more dynamic approach to these working systems.

10. Oversee the provision of a comprehensive payroll and pension administration service.

- Provide a comprehensive payroll and pension administration service (in partnership with Essex County Council) to meet the needs of the organisation adhering to an HR culture which is results oriented, customer focused and forward looking.
11. Take responsibility for continually developing self, in order to maximise personal contribution to the role, through the professional development plan that is a combination of the training and development needs identified from the main duties outlined above and the HR Profession Map Behaviours outlined in the person specification.
 11. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.
 12. Undertake all the duties within the framework of Equal Opportunities.
 13. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Workforce Manager	Date Prepared:	November 2018
Department:	People and Change	Band:	SE1

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Evidence of senior-level experience of effectively managing the employee relations aspects of organisational change e.g. restructuring, TUPE within large, unionised and complex organisations	✓		AF/I
1.2	Highly credible senior-level practitioner with substantial knowledge of all current and draft employment legislation, together with an understanding of the implications for large complex organisations	✓		AF/I
1.3	In depth understanding on the best of current thinking around people management	✓		AF/I
1.4	Applies own professional specialist knowledge to inform, evaluate and challenge the HR & OD agenda	✓		I/T
1.5	Clear understanding of strategic and service planning and of budget/resource management	✓		I/T
1.6	Track record of providing innovative HR services and solutions within large, complex organisations	✓		AF/I
1.7	Evidence of successful outcomes from application of negotiation skills at both the strategic and operational levels		✓	AF/I
1.8	Successful track record of working collaboratively with senior managers and colleague to achieve strategic and business objectives	✓		AF// T
2.	COMPETENCIES			
1	LEADING AND DECIDING Takes control and exercises leadership. Initiates action, gives direction and takes responsibility.	✓		AF// T
2	SUPPORTING AND CO-OPERATING Supports others and shows respect and positive regard for them in social situations. Puts people first, working effectively with individuals and teams, clients and staff. Behaves consistently with clear personal values that complement those of the organisation.	✓		AF// T
3	INTERACTING AND PRESENTING Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.	✓		AF// T
4	ANALYSING AND INTERPRETING Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicate well in writing.	✓		AF// T

	REQUIREMENTS	Essential	Desirable	Assessed
5	<p>CREATING AND CONCEPTUALISING Opens to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Support and drives organisational change.</p>	✓		AF// T
6	<p>ORGANISING AND EXECUTING Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.</p>	✓		AF// T
7	<p>ADAPTING AND COPING Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.</p>	✓		AF// T
8	<p>ENTERPRISING AND PERFORMING Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business, commerce and finance. Seeks opportunities for self-development and career advancement.</p>	✓		AF// T
3.1	<p>EDUCATION AND TRAINING CIPD qualified/member or other relevant qualification and evidence of continuing professional development (willingness to achieve professional accreditation within 3 years in role)</p>	✓		
3.2	Evidence of CPD		✓	