

Job Profile

Job Title: HR & OD Support Adviser and HR & OD Adviser Grade:7/8/9 Career Grade Progression Scheme
reviewed 17/1/25

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Job Purpose

Working within People Services team, this role is one of a number of Human Resources (HR) and Organisational Development (OD) Advisers who support the delivery of the Workforce Strategy and provide a traded service to our key partners. Our core mission is to ensure that GCC is a great place to work for everyone. Within this role you may be assigned to a team which will focus on one of our core key areas of Employee Relations, Traded Services, Organisational Development or Policy and Reward, with the expectation that whilst we all work to our specialisms that we may move around the team to either meet resource needs or to develop our own skills.

Our professional lead areas include: -

- The Employee Relations team support managers with case work related to formal and informal people management process, guiding them in fact finding investigations and hearings as well as restructures and change management.
- The Traded Services team support our key partners including District Councils and Schools in a range of employee related work including policy development, restructures, pay and reward and initial case work.
- The Policy, Pay and Reward team develop new HR policies and reward and benefit programmes as well as managing a range of benefit providers.
- The Organisational Development team work across the organisation taking a systematic approach to work to improve the organisation's effectiveness. It involves employee engagement, change strategies, procedures, and culture change to enhance performance and growth.

Grade 7 HR/OD Support Adviser:

Within this professional entry level role you will support the team to develop proactive people solutions to drive the business forward. The role will support the delivery of projects and workforce development gaining experience of all areas of the People Services function to develop your knowledge and skills. It is a fast moving and challenging environment which requires you to work in a flexible way, moving into any area of HR/OD as the business requires.

Grade 8/9 HR and OD Adviser

As an experienced HR & OD professional your role will be to support managers and develop proactive solutions to drive the business forward to achieve the aims in the Workforce Strategy.

You will take the lead role for one or more specific areas of the People Services function and be open to change dependent on the needs of the business. This may be a defined project or an ongoing area of responsibility. It is a fast moving and challenging environment which requires you to work in a flexible way, moving into any area of HR as the business requires.

This is what we need you to do...

The core of the role will remain the same but the degree of support / specialist activity you'll undertake will flex to support your development in this career graded post:

All grades will undertake the core work but Grade 7 Support Advisers will work with support from a HR & OD Adviser and at Grade 9 Advisers will take on more complex responsibilities as described.

Core

- Take a professional lead in one or more specific area of People Services whether in HR or OD to ensure the service delivered is appropriate, effective and efficient.
- Support and work with colleagues within the team and the business to enable the achievement of our Workforce Strategy aims and objectives.
- Work closely with the Business Partners or relevant professional strategic lead to scope the needs of the business and deliver solutions to achieve business excellence and ensure alignment with business priorities.
- Implement creative and innovative solutions to improve performance, capability, culture and capacity.
- To coach managers towards solutions including recommending any learning and development and signposting to a range of support resources.
- Provide assistance and guidance to line managers to solve specific business delivery and development challenges by establishing credibility and value with service/ partner managers and ensure solutions meet their needs.
- Take personal responsibility for carrying out duties in line with the council's equality, diversity and inclusion agenda, and supporting a culture which makes the council a great place to work for everyone.
- Achieve individual and team efficiencies through improved working practices.
- Identify where there are gaps and challenges regarding process/working relationships and identify solutions where appropriate.

Support the procurement and management of both of new and existing contracts for the provision of People Services. e.g. Reward systems, training providers, recruitment providers.

- Provide immediate support and advice to managers and employees via a telephone and online system on a full range of people management issues and concerns.
- Advise leaders and managers in the Council and other partner organisations on employment best practice and on employment law
- Facilitate, deliver and support learning and development interventions
- Undertake job evaluation

In addition, at Grade 9 you will need to...

- Be flexibly deployed into any area of the People Services to carry out an effective operational role
- Lead projects and complex cases, taking ownership as appropriate.
- Proactively coach and mentor colleagues and / or act as a sounding board to team members.
- Identify opportunities to make proactive changes in work practices that contribute to continuous business improvement by looking for new solutions and innovative ways to solve problems and review whether the changes implemented are effective on an ongoing basis.
- Liaise, influence and negotiate with trade union and other employee representatives.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based success measures will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

- Undertake and complete identified projects which ensure continuous improvement and proactively share learning points with colleagues.
- Act as an advocate for organisational decisions and reflect these in your own practice

The ideal candidate will have...

Experience, skills and qualifications required at Grade 7

- The postholder will be expected to have knowledge, skills or experience in HR/OD and have a genuine interest in developing a career in HR/OD.
- Working towards or newly qualified in CIPD at Level 5 or the equivalent in relevant qualifications and experience (e.g. CIPD level 5 diploma in organisational learning & development, Level 5 in Teaching,) with a portfolio of practical experience in delivering training)
- Good understanding of straightforward employment law principles commensurate with this entry level professional role.
- Works accurately, with good attention to detail
- Communicates both verbally and in writing in a clear, well-constructed, concise, plain English style
- Excellent organisational skills
- Act in a confidential and sensitive manner
- Good levels of emotional intelligence, with the ability to build trust and confidence with a variety of stakeholders
- Plans & prioritises own workload
- Takes ownership of case/projects
- Uses research and analytical skills
- Basic understanding of project management
- Intermediate IT skills (Microsoft office, Word, file management)
- Ability to extract and present management information in various formats to include reports, charts, tables etc.
- Act in compliance with Data Protection Act and Councils Codes of Conduct/Policies for accessing personal/sensitive data

Additional experience, skills and qualifications required at Grade 8

- CIPD level 5 or the equivalent relevant qualifications and experience (e.g. Leadership and Management qualifications at level 5, Coaching Certificate or Diploma in Education, or a combination of qualifications and experience such as Teacher apprenticeship standard, Award, Certificate or Award in Education and Training, Insights Discovery or MBTI Practitioner experience and qualification which are collectively deemed to be the equivalent to a CIPD Level 5 qualification).
- Good influencing, negotiation & facilitation skills
- Understands, interprets & applies employment law as a HR Adviser
- Works with managers autonomously to add value
- Leads on and takes ownership of cases/projects and making risk assessed decisions
- Recognises impact on other areas within People Services and the business and joining this work together
- Coaches managers to challenge their preferred stance and provide evidence that alternative solutions have been proposed to the manager.
- Plans & prioritises own workload dealing with conflicting priorities.
- Uses data and analytics to identify patterns and solutions.

This is a stand-alone professional post and the postholder will be expected to have a variety of knowledge, skills and experience in a range of HR/OD activities so that they can make an immediate impact with minimal supervision.

- To have gained experience and demonstrated competence in at least four of the following areas of HR:
 - a. Managing a change project either from an HR or OD perspective.
 - b. Supporting Managers through formal action, including direct liaison and consultation with trade union representatives.
 - c. Providing timely and accurate advice on HR best practice and employment law in all areas of HR.

- d. Leading HR/OD project work leading to an improvement in practice in the team and / or the business.
- e. Policy development.
- f. Learning and / or development of solutions and learning interventions.
- g. Pay and reward incentives including equal pay.
- h. Analysis and interpretation of data and management information

Additional qualifications, skills and experience at Grade 9

- MCIPD or the equivalent relevant qualifications and experience to an equivalent postgraduate level e.g. Leadership and Management qualifications at level 7, Coaching Level 7, Advanced Diploma in Strategic Learning and Development level 7.
- Proven skills in the planning, development and evaluation of projects, programmes and changes in work practice for continuous improvement.
- Act as an expert resource for People Services colleagues empowering others to grow.
- Uses management information to influence new and improved processes and ways of working.

Behavioural attributes for all HR/OD Advisers

- Values driven
- Commitment to promoting best practice and innovation with regards to equality, diversity and inclusion.
- Positively demonstrates continuous professional development and our values
- Positive approach to change/flexibility/movement around teams
- Ability to work effectively with people at all levels and to build effective relationships
- Solution focused and innovative approach
- Flexible and adaptable
- Team worker & self-starter
- Works across boundaries
- Commitment to quality customer service and drive for continuous service improvement
- Positive attitude and emotionally resilient
- Objective
- Diplomatic
- Ability to work to challenging deadlines.
- Good levels of emotional intelligence, with the ability to build trust and confidence with a wide variety of stakeholders.
- Consistently demonstrates proactive behaviour in improving practice.

There are also a number of generic requirements that are applicable to all employees within the Council.