

Job Description and Person Specification

Job Title: HR Officer



Job Description

Job Title	HR Officer
Grade	7
Service	Human Resources
Reports to	HR Business Partner
Location	Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

The HR Service provides support to approx. 4,300 employees located throughout Coventry which serves a diverse population of approx. 300,000. At the centre of all we do is The People Plan, which details the contribution HR makes to the residents of Coventry, making it a great place to live and work. As a service we offer value-add, creative relevant and timely advice and support to meet the service and people needs. Strong and positive engagement is a central element in helping to foster, productive relationships with leaders, managers, employees, TU officials, external partners and suppliers in providing an excellent and rated service.

The HR Officer is very operationally based and provides direct advice and coaching to managers on people related policies and procedures. Working with HR BP's on to develop practical solutions to service issues and undertake organisational changes projects.

Supporting HR Business Partners and working with managers/employees to deliver people advice that is ,clear, relevant and of a high quality, central to an effective and customer focussed human resources service. Practice is in line with current HR thinking and legislation and includes coaching and guiding managers in people related policies and procedures as appropriate. Employee engagement and embedding the organisational values and behaviours are a key part of the role.

Main Duties & Key Accountabilities

Core Knowledge

Specialist Knowledge

I will ensure the relationship between an organisation and its people is managed through transparent practices and the relevant law.

- Provide high quality advice and guidance directly to managers to resolve difficult, complex, or sensitive employee relations issues ensuring that the risks associated with such cases are effectively and efficiently managed.
- Coaching managers to ensure effective delivery of Performance Management, Disciplinary, Grievance, Absence Management Processes as well as Conduct/Dignity at Work investigations.
- To independently manage own case load sometimes of a high volume and of varying levels of complexity with a customer focus to ensure that matters are handled efficiently, fairly and consistently.
- Act as Process expert - providing very clear and specific coaching, support and direction to managers. Build capability of new/first time managers.
- Liaise with Trade Union representatives and work to enhance positive employee relations within designated areas
- Work with the HRBP on employment tribunals, prepping papers and representing the Council if required
- To assist in the delivery of employee relations , people and policy training to managers and employees

- To produce monthly KPIs for management reporting, e.g., to partner with the relevant HRBP to identify patterns/ trends of ER that suggest action is required

I understand the range of people practices needed to be an effective people professional

- Ensure that any cases that require involvement of third parties, e.g. police, safeguarding or have additional implications for employees are managed in the appropriate manner
- Participate in job matching panels, which requires assessing job descriptions against nationally set profiles as and when required.
- Delivery of training/education workshops - build the capability of experienced managers to reduce reliance on ER function
- To support on the development of new people policies, plus the review of existing policies to ensure that the Coventry is at the forefront of HR best practice and complies with legislation
- To support managers and drive compliance with appraisals, statutory and mandatory training and employee engagement
- To ensure continuing, personal and professional development, taking ownership and accountability for staying up to date and professionally registered with the CIPD
- Day to day management and supervision of team members, providing direction and advice, supporting their development as well as undertaking routine line manager functions.

Core Knowledge I understand the organisation, the commercial /service context and the wider world of work

- To be a Champion for the Council's values and associated behaviours, and actively support managers and leaders in reflecting them in practice, challenging where necessary
 - To support the Employee Relations Lead and HRBPs on transformational / organisational change plans, for example, redundancy, changes to terms and conditions, service excellence
 - To work closely with the relevant HRBP , OD and in working with Key stakeholders to deliver culture change or organisational design and development
 - To undertake relevant project work with support from the relevant HR BP which may include developing a response to a change in legislation, new ways of working etc
 - To represent the Council at Employment Tribunals, preparing for cases, giving evidence and supporting those involved accordingly
 - Maintain appropriate records , systems and information in a way that allows up to date and timely information to be available and in line with relevant Data Protection legislation
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
West Midlands Employers HMRC Professional networks Academy Trusts Suppliers WMCA CIPD University of Warwick/Coventry	HR Services including Health, Safety and Well-Being Pay and Reward Resourcing Org Development Service Directors /Managers Trades Unions

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Up to 3

Person specification

Job Evaluation Code	
Knowledge	
Relevant knowledge and understanding of employment law and HR best practice and public sector employment policies and procedures.	
Knowledge of public sector employment policies and procedures	
Track record and evidence of on-going professional development	
Actively demonstrate and work with the organisational values	
Skills and Abilities	
Good written and oral communication skills and the ability to effectively communicate ideas and information to a range of audiences and stakeholders.	
Coaching skills to support managers effectively use policies and procedures	
Successfully manage competing priorities to meet deadlines	
Ability to analyse information to present clear and relevant information including recommendations.	
Able to apply judgement generate new and innovative ideas and approaches and to solve problems.	
Ability to build effective and positive working relationships with internal and external stakeholders to work collaboratively to achieve objectives.	
Experience	
Experience of providing clear, relevant and high-quality HR advice and guidance to managers on a range of employee relation issues.	
Experience as a supervisor or first line manager	
Experience of employee relations in a unionised environment.	
Experience of managing conflict and sensitive issues and achieving positive outcomes.	

Qualifications
CIPD – degree level minimum
The fundamental purpose of the people profession is to champion better work and working lives. Creating roles, opportunities, organisations and working environments that help get the best out of people, delivering great organisational outcomes, in turn driving our economies, and making good, fair and inclusive work a societal outcome'. CIPD
Special Requirements

Date Created	April 2021	Date Reviewed	March 2023
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