

**JOB DESCRIPTION:**

<b>Job Title</b>	<b>HR Officer</b>
<b>Job Family/Specialism</b>	<b>Employee Relations</b>
<b>Grade</b>	<b>7</b>
<b>Service</b>	<b>Human Resources</b>
<b>Reports to</b>	<b>HR BP</b>
<b>People Manager Responsibility (Y/N)</b>	<b>Y</b>
<b>Number of Reports</b>	<b>Up to 3</b>
<b>Number of Indirect Reports</b>	<b>n/a</b>
<b>Usual Base</b>	<b>Friargate</b>

**About Coventry City Council**

*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.

**About the HR Service**

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.

**Size and Scope of the role**

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.

**Purpose of the role/Output**

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.

## Key Accountabilities

### 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*

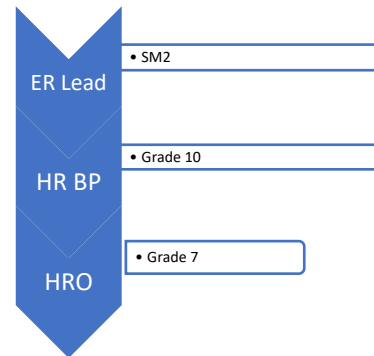
- Ensure that any cases that require involvement of third parties, e.g. police, safeguarding or have additional implications for employees are managed in the appropriate manner.
- Participate in job matching panels, which requires assessing job descriptions against nationally set profiles as and when 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

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



### **Standard Information;**

#### **Information Governance**

Employees of the Council must comply with the provisions of the Data Protection Act 2018. The postholder must not; either during their employment, or following termination of their employment, disclose any information relating to service users or employees, or of the lawful business practices, of the organisation.

The postholder will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

The postholder must comply with Council policies that protect the information assets of the organisation from unauthorised disclosure, modification, destruction, inappropriate access or use.

Postholders with elevated access to IT systems are held accountable to the highest standards of use.

#### **Health & Safety**

Compliance with the Health & Safety at Work Act 1974 – the postholder is required to fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

## Safeguarding is Everyone's Business

The Council has a responsibility to ensure that all children / young people and adults are adequately safeguarded and protected. Consequently, all Council employees are required to adhere to national and local safeguarding policies / procedures and to act upon any concerns in accordance with them.

## 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.

## Equality Diversity and Inclusion

It is the responsibility of every person to act in ways that support equality and diversity and work within the spirit and detail of legislation including the Equality Act 2010 and the Human Rights Act 1998.

## Code of Conduct

The postholder must familiarise themselves with the Councils Code of Conduct. The purpose of this Code is to raise awareness and provide guidance regarding the standard of conduct and required attitudes and behaviours that is expected.

Person Specification		
Experience	Essential/Desirable	
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	x	
Experience of employee relations in a unionised environment.	x	
Experience of managing conflict and sensitive issues and achieving positive outcomes.	x	

<b>Skills and Abilities</b>		
Good written and oral communication skills and the ability to effectively communicate ideas and information to a range of audiences and stakeholders.	x	
Coaching skills to support managers effectively use policies and procedures	x	
Successfully manage competing priorities to meet deadlines	x	
Ability to analyse information to present clear and relevant information including recommendations.	x	
Able to apply judgement generate new and innovative ideas and approaches and to solve problems.	x	
Ability to build effective and positive working relationships with internal and external stakeholders to work collaboratively to achieve objectives.	x	
<b>Knowledge</b>		
CIPD – degree level minimum	x	
Relevant knowledge and understanding of employment law and HR best practice and public sector employment policies and procedures.	x	
Knowledge of public sector employment policies and procedures	x	
Track record and evidence of on-going professional development		x
Actively demonstrate and work with the organisational values	x	

April 2021

**‘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**