

## **Job Description**

**Job title:** Senior Human Resources Adviser

**Grade:** 10 **Post number:** 002687, 003831, 001042

**Directorate:** Chief Officer

**Unit:** Human Resources and Organisational Development

### **Job purpose**

Work as part of a comprehensive business partner team to provide specialist employee relations and employment policy advice and solutions to directorates. Play a fundamental role in delivering organisational development programmes, corporate projects and employment policies and procedures and to meet the GLA's requirements.

Oversee the progress of all employee relations work within the BP team, providing coaching support and advice to the HR Advisors and Officers and working with the Business Partners and other Senior Advisors to ensure consistent and robust approaches to investigations and decisions.

### **Principal accountabilities**

1. Provide a business partner service to units being first point of contact for employee relation issues.
2. Provide consistent and robust advice to directors and senior managers on complex and sensitive people management issues and HR policies, enabling decisions to be taken which are consistent with the GLA's objectives and legal obligations.
3. Work autonomously and proactively manage and prioritise own caseload of complex and sensitive cases with senior stakeholders, ensuring managers comply with HR policies and procedures and agreed actions are followed up.
4. Oversee the caseload of the HR Advisor, ensuring robust and professional advice to decision makers. Work collaboratively across BP team to ensure consistency of approach and delivery of exemplary service.
5. Manage the relationship with external providers of employee relations related services including TfL legal, Occupational Health to ensure expert support and information is available in complex situations and provide education and development when identified to engender a culture of strong people management practices.
6. Input into and lead, where required on procurement activity for HR service contracts (e.g benefits portal, OH providers, EAP, Health Screening/Private Medical).
7. Work with the HR Business Partner to deliver progress on the Diversity and Inclusion Strategy and provide expert HR advice and ideas to Assistant Directors and Senior Managers in the development and implementation of local and corporate plans in this area.

8. Work with the HR Business Partner on directorate and corporate initiatives, as required (e.g Stonewall application and Disability Confident Accreditation).
9. Support the HR Business Partner on large organizational change programmes. Advise and support small change programmes, working directly with senior managers.
10. Work with the HR Policy lead to contribute to the development of HR policies, to ensure they reflect good practice, meet legislative requirements and are as efficient and effective as possible.
11. Take part in Job Evaluation panels and grade reviews.
12. Take a lead on the design and delivery of Manager inductions
13. Ensure that equalities is given appropriate consideration in all aspects of human resources related work and that best practice is maintained to lead by example the GLA's aim of creating a working environment that offers true equality of opportunity
14. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.
15. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
16. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job and participating in multi-disciplinary cross-department and cross-organisational groups and project teams. This role will involve working on organisational development initiatives, recruitment exercises and other projects as and when required.

### **Key contacts**

**Accountable to:** HR Business Partner

**Accountable for:** Resources allocated to the job

**Principal contacts:** Directors, Senior managers and staff, Assembly Members, the Mayor

## **PERSON SPECIFICATION**

### **Technical requirements/experience/qualifications**

1. Member of the Chartered Institute of Personnel and Development or able to demonstrate an equivalent level of knowledge gained through experience.
2. Line management or supervision experience of HR professionals or small teams.
3. Experience of providing a high-level business partner service on high level, complex and sensitive employee relations issues.

4. Experience of working within a human resources business partner service and undertaking the full remit of HR duties commensurate with the role (e.g. employee relations, change management, training, performance management, management of attendance, policy formulation and implementation etc)
5. Specialist knowledge of employment legislation and case law and experience of interpreting and applying this in practice.

## **Behavioural competencies**

### **Building and managing relationships**

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

#### Level 2 indicators of effective performance

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication and deliver shared goals

### **Communicating and influencing**

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

#### Level 2 indicators of effective performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

### **Managing and developing performance**

... is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

#### Level 2 indicators of effective performance

- Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
- Ensures own and others' workloads are realistic and achievable
- Provides staff with clear direction and objectives, ensuring they understand expectations
- Recognises achievements and provides constructive feedback and guidance
- Gives staff autonomy and confidence to perform well and to their potential

### **Planning and organising**

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

#### Level 2 indicators of effective performance

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

### **Problem solving**

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

#### Level 2 indicators of effective performance

- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach problems
- Seeks the opinions and experiences of others to understand different approaches to problem solving

### **Organisational awareness**

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

#### Level 2 indicators of effective performance

- Understands the structure and statutory responsibilities of the GLA
- Understands how own role and work contributes to team and organisational objectives
- Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners
- Is sensitive to the culture and political context of the GLA and uses it to work effectively
- Treats GLA information as sensitive and confidential

### **Responding to pressure and change**

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

#### Level 2 indicators of effective performance

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure

- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

**Reasonable adjustments**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.