

Job Description

Job title: Human Resources Adviser

Grade: 8 **Post number:** 004158, 004159, 004160

Directorate: Chief Officer

Unit: Human Resources and Organisational Development

Job purpose

To provide a comprehensive business partner service to directorates, support the provision of key workforce data to inform people initiatives and work with the HR Officer to deliver timely and effective HR services to staff and managers.

Principal accountabilities

1. Provide a business partner service to units, including liaising with managers on people management issues and ensuring a high-quality advice and information service.
2. Supervise monthly payroll and benefits administration and associated processes, providing support and an escalation point for HR Officers, as required.
3. Support line managers to complete corporate decision-making processes; e.g Short Term Assignment Forms, HOPS decisions and Approval to fills.
4. Work with the HR Officer, HR Systems team, Finance Team and line managers to reconcile unit structures, ensuring changes and updates are reflected in the HR system and across corporate reports.
5. Provide consistent and robust advice to managers on sensitive people management issues and HR policies, enabling decisions to be taken which are consistent with the GLA's objectives and legal obligations.
6. Proactively manage and prioritise own caseload of employee relations cases, ensuring managers comply with HR policies and procedures.
7. Provide end to end HR advice and solutions to all employee cases, including sickness absence, disciplinary and grievance, capability and probation.
8. Ensure expert support and information is available in complex situations and provide education and development when identified and engender a culture of strong people management practices. Including one-to-one coaching to line managers and the design and delivery of line manager training.
9. Using HR analytics to identify workforce trends, working with the Senior Adviser and Business Partner to develop appropriate interventions and support line managers to implement solutions.
10. Work with line manager and HR Officer to ensure timely and efficient OH referrals and support manager to review and implement recommendations.

11. Contribute to the development of HR policies, strategies and procedures to ensure they reflect good practice, meet legislative requirements and are as efficient and effective as possible.
12. Support Senior Advisers and HR Business Partners to manage and implement change programmes across the organization.
13. Support, where appropriate in recruitment exercises.
14. Participate in the process for assessing and evaluating jobs.
15. 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.
16. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
17. 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: Middle managers (and staff)

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. Experience of working in a generalist HR role, providing coaching and advisory support to managers and staff (e.g. employee relations, change management, training, performance management, management of attendance, analysing HR metrics and data)
3. 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.