



ROLE PROFILE FOR HUMAN RESOURCES MANAGER

Service: HR, Performance and Communications

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Head of HR, Performance and Communications

Role Purpose

To assist developing and implementing the council's People Strategy to maximise the contribution of all who work for the council and to attract staff into the Council. Effectively implement staff engagement and communications to all staff across the Council. Manage and lead the HR Team throughout the employment cycle including payroll, organisational change, policy development, employment relationships and recruitment functions. Act as lead and role model for the development of equalities and inclusion for staffing matters across the Council including ownership of the Equalities. Champions engagement and managing the implementation of the Achieving Equity Strategy for staff. Perform as a role model for other managers in relation to the leadership of a team and the management of people matters. Contribute to the achievement of the Council's corporate vision, values and priorities and the development of the Council's positive and high performing culture.



Main Duties and accountabilities

Knowledge and Expertise

- To provide effective leadership and management of all the functions of the HR Team.
- To develop an employment framework that complies with legislation and good practice.
- To develop good people management practice that enables managers to manage their teams effectively.
- To lead the development and delivery of all aspects of the service including:
 - Management of Change
 - Policy Development
 - Recruitment
 - Equalities and inclusion
 - Employee Relations
 - Pay & Reward
 - Payroll
 - Management Information

Creativity and Innovation

- Exercise of professional judgement, seek guidance and advice on financial and reputational risk associated with potential or actual litigation in relation to HR matters
- Responsibility for all payroll matters including ensuring they meet agreed deadlines.
- Authority to sign off BACS payments for the council's payrolls.



- Managing the whole employment cycle including attraction recruitment and retention of all employees
- Commissioning of external providers, eg HR Systems
- Management of employment relationships including dispute resolution
- Providing advice to Councillors and senior officers relating to HR Policy development
- Development of HR systems and processes to achieve efficiency and effective services
- Management of staff related benefits working with the OD Manager relating to the development of the employment value proposition
- Evaluation and correction of operational equal opportunity issues
- Exercise professional judgement to assess all staff related communications, internal and external
- Budget and staffing responsibilities

Financial Accountability

- Sign off monthly BAC's payments for Payroll.
- To ensure the Team's revenue budgets are prepared and monitored accurately and on time and to continually look for efficiency savings, wherever possible.
- To plan and control expenditure and income so that spending is in line with To budgets and savings targets.
- To control and maintain the workforce establishment and any relevant council initiatives, for example monitoring agency spend or managing vacancies.
- Risk assessment of employment issues

Impact upon the Organisation & the Community

- To champion and encourage corporate working as part of a one team Council approach



- To lead and champion the implementation of key corporate and service projects and strategies including the People Strategy and the Achieving Equity Strategy, achieving agreed outcomes including delivery on time and within budget.
- To provide high quality and timely advice to all Members of the Council and relevant staff.
- To attend and contribute as required to meetings of the Council, including Committee meetings, working groups, and outside bodies.
- To promote and champion the positive interests of the Council and the borough.
- To keep the Head of HR, Performance and Communications informed of service issues and developments, particularly those that impact people risk.
- To develop and maintain excellent internal and external working relationships to secure positive outcomes for the Council and the borough including with Staff Representatives
- To contribute to the smooth running of elections including polling day, the count and payroll for Elections.

Management & Supervisory Responsibilities

- To support managers so that they implement fair and consistent decision making relating to staff and people matters in accordance with HR Policies.
- To develop excellent relationships with staff especially the corporate and wider management team and Staff Representatives.
- To create a positive working environment where staff are treated with dignity and respect and where equality of opportunities are promoted and inclusion and achieving equity are at the core of service delivery.
- To promote a culture of excellent customer service where the needs of customers are understood and responded to.



- To ensure that effective recruitment, induction and probation arrangements are in place to maximise the positive contribution of new appointments to the work of the Council.
- To encourage and develop manager skills relating to people, contributing to and leading on training sessions that relate to HR policy implementation.
- To undertake the timely management of performance and disciplinary issues.
- To ensure that managers intervene at an early stage in employment relationship issues and to provide expert advice and guidance throughout any HR process.
- Management of 6 staff

Initiative & Independent Action

- To assess the risks associated with the service (which include people, legal and financial risk relating to pay and expenses) and ensure that robust measures are in place to manage these risks effectively, including the risk of fraud.
- To provide a healthy and safe working environment and implement and promote relevant corporate policies and training in all work areas.
- To have a key role in business continuity planning and participate in the Council's Civil Emergencies response, including out of hours arrangements.

Continuous Professional Development

- To keep abreast of economic, legislative, political, social and technical developments impacting on the service and on local government more generally
- To maintain professional development (CPD) and attend corporate training as required.



Customers and Contacts

Important Internal & External Relationships

- All staff
- Executive Heads
- Heads of Services
- Elected Members

Important External Relationships

- Elected Members
- Government Departments and Agencies
- Developers
- Local Businesses
- Residents and Residents Groups
- Community Groups.



Human Resources Manager - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Graduate or equivalent with full membership of the CIPD	E	A
Evidence of significant continuous professional development.	E	A
Proven recent experience working in a senior HR role, preferably in a political environment	E	A
Understanding of motivating and developing others	E	A
Up-to-date knowledge of employment law	E	A
Knowledge of the current HR landscapes and trends	E	A
Experience/knowledge of strategies to manage organisational change including culture	D	A



Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience of contributing to the development and implementation of People Strategy and Equalities Strategy	E	A/I
Experience of working in a diverse organisation, understanding of equality and diversity issues and acting as a role model for staff in terms of people and equalities	E	A/I
Experience of leading and motivating a team	E	A
Well-developed understanding of delivering a customer-focussed service	E	A
Experience of handling negotiations with individuals and/or employee representatives	E	A
Experience of developing HR policies, procedures and initiatives	E	A
Experience in developing and managing communication with all levels of staff	E	A
Experience of complex human resources issues, including policy advice, pay negotiations, conflict resolution and mediation.	E	A/I
Ability to research, collate and present accurate qualitative data which enables the organisation to make an informed decision and improve performance	E	A



Proven ability to seek, build and maintain good relationships with senior managers, business partners, other Councils and all levels of staff	E	A
Experience of working with Councillors/ politicians	D	A

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to create and sustain a high performing, empowered and supportive staff culture through positive and collaborative leadership	E	A/I
Well-developed influencing and negotiation skills	E	I
Highly developed communication skills – both written and oral	E	I
Ability to work under pressure and to tight deadlines	E	I
Able to balance operational service delivery with long-term planning and delivery	E	I
Self-confidence and resilience including an ability to challenge behaviours that do not meet the Corporate standards or values	E	I
IT literate – Microsoft Office	E	A/I



Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Proven ability to develop practical solutions to a wide variety of complex problems	E	A/I
Proven ability to make decisions	E	I
Experience of developing innovative and cost effective solutions to workforce planning difficulties	E	A/I
Experience of creating and maintaining cohesive partnerships with other public and private sector organisations in order to maximise opportunities	E	I
Maintaining best practice and continuous improvement development and bringing new thinking back into the Council.	E	I

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability and proven experience of managing significant budgets	E	A/I
Ability to co-ordinate and exercise management control of the total salaries budget	E	A/I



Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
A good understanding of the scope of Council services and the key issues facing a borough council	D	I
Ability to understand the consequences of service delivery changes on the wider community	D	I
Ability to make a positive impact through a proactive and professional approach	E	I

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Proven experience of managing, leading, guiding, directing, empowering and motivating staff	E	A/I
Proven experience of building an effective team and individual relationships, whilst encouraging all staff to develop and meet their potential	E	A/I
Ability to make the best use of skills and resources with the team, giving regular feedback and recognition, addressing poor performance and responding to feedback from staff	E	I



Ability to secure commitment to change through the appropriate involvement of staff, building trust, good morale and team work	E	I
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Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience of the positive management of change, with the ability and experience to initiate and manage change in pursuit of strategic objectives	E	A/I
Experience of defining results, taking account of customer or other stakeholders' needs	E	A/I
Ability to manage the organisation of work progress to deliver on time, on budget and to agreed quality standards	E	A/I
Ability to strive for continuous performance improvement and encourage others to do so	E	I
Demonstrable project management skills	E	A/I
Ability to support the assessment and management of risk	E	I
Ability to successfully use performance management techniques to set objectives	E	A/I
Ability to use data to develop an evidence based approach	E	I
Experience of translating strategic aims into practical and achievable plans	E	A/I
Experience of monitoring and reviewing progress against plans and taking actions accordingly	E	I



Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	A/I
Legally entitled to work in the UK.	E	A/I
Flexibility to work variable hours including evenings	E	A/I
Ability to participate in the Council's out of hours Civil Emergency arrangements	E	A/I
For business continuity purposes, you are required to have access to internet broadband, a computer and suitable workspace at home to enable you to undertake work remotely.	E	A/I

