

JOB DESCRIPTION

Job Title: Directorate & Section/Unit:	HR Coordinator Chief Executives Unit
Reporting to: Responsible for:	HR Delivery Manager N/A
Salary Grade: DMA Management Level: * DMA Span of Control (Direct Reports): *	Scale 5 Frontline

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meets the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive

Purpose:

Co-ordination and provide advice / sign posting on all HR Advice & Guidance processes which promote best practice and offer a first-class HR & Guidance service.

Main Activities & Responsibilities:

- Work with managers to ensure HR processes operate effectively within the organisation.
- Input & maintain data associated with HR activity and processes.
- Undertake and co-ordinate actions required to deliver effective and efficient HR processes & procedures and sign posting for managers to develop self-service and independence.
- Deliver high quality, responsive and enthusiastic service to managers via all communication mediums (telephone, email, teams/skype and face-to-face).
- Co-ordinate the delivery of ad hoc projects/research/reporting as required.
- In discussion with your manager, allocate advice & guidance queries/cases/change programmes which are above first point of contact signposting and resolution.
- Support the delivery of day to day first line advice & guidance in a timely, professional and resourceful manner.
- Support the wider advisory team & HROP's in any aspect required to deliver the complete service efficiently.
- Undertake a developmental, small case load of low level / low risk absence and performance cases to be proactive and assigned project work as and when it arises.
- Provide a dedicated first point of contact for all managers to provide information, support, advice, guidance and solution-based sign posting.
- Support the delivery of developmental growth/ skills/knowledge enhancement of managers through support and training on HR processes, HR systems, HR forms and policy interpretation.
- Take minutes in HR meetings and in investigations as and when required.
- Develop and maintain a log of managers who have repeated struggles with HR processes and functions so training needs can be met.
- Check weekly / monthly trackers to ensure all policies/processes/projects are viewed in line with timelines and review dates and raise any queries where legislation changes impact on current policies and processes.

- Collate & escalate to manager where there are repeated instances of systems failures or issues raised with processes which are not being resolved.
- Attend CPD / training / Law updates as required.
- Develop and maintain effective relationships within the wider HR team for consistent and supportive teamwork approach.
- Work in partnership with suppliers and contractors e.g. payroll and occupational health to deliver best working practices and seamless transitions.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, HR staff, Managers & staff across all directorates, Project Staff

External: Provider of WCC HR Transactional Services, Recruitment Suppliers, West Midlands Employers, customers, members of the public, volunteers, candidates, other local authorities, event organisers, colleges, third sector partners, technology partners for web design etc

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

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