

<b>Designation:</b>	<b>HR Operations Partner</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Responsible to:</b>	<b>Senior HR Operations Partner</b>
<b>Service Area:</b>	<b>Corporate Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- A post graduate qualification in HRM or other disciplines relevant to the post (CIPD level7) or equivalent
- Professional membership of CIPD (MCIPD) or equivalent

### EXPERIENCE

- Experience of working in a busy HR team, offering advice and guidance to managers and employees on best practice HR solutions being mindful of internal policies and procedures and employment legislation
- Experience of the day to day line management of allocated HR resources.
- Experience of working on complex ER cases
- Experience of developing and implementing learning initiatives
- Experience of change management processes and offering advice support and guidance in relation to this
- Experience in working on HR projects
- Experience of developing, reviewing and implementing policies
- Experience in managing complex and sensitive employment relations issues
- IT literate with experience of MS Office as well as other HR systems and applications
- A sound understanding of diversity in the workplace and the ability to encourage inclusive practices and employee engagement.

### SKILLS & KNOWLEDGE

- Excellent interpersonal and communication skills
- Strong organisational skills and being well prepared
- Ability to manage own time, large workloads and be able to prioritise tasks
- Ability to confront and manage difficult issues, resolve complex problems and manage conflict effectively and overcome resistance.
- Knowledge of HR transactional processes and the direct link to payroll
- Ability to work with confidential information
- Knowledge of employment legislation and regulations and be able to follow through any developments. Raise this with the HR team and make the necessary recommendations and amendments to processes/policies
- Have a sound understanding of diversity in the workplace and the ability to encourage inclusive practices and employee engagement.

### PERSONAL ATTRIBUTES

- Excellent customer focus
- Excellent communication skills with the ability to communicate at all levels with a wide range of audiences
- Excellent attention to detail
- The ability to work effectively as part of a team
- The ability to work across service areas

- Organised, accurate and well prepared
- Ability to build good working relationships across services

#### **OTHER**

- Committed to working for an employer that values diversity and equality of opportunity

### **DESIRABLE CRITERIA**

#### **EXPERIENCE**

- Experience of working in the public sector
- Experience of Zellis (HR/Payroll system)
- Experience of e-learning software and promoting this internally
- Experience of working with Trade Unions
- Experience of TUPE

### **CORE COMPETENCIES**

#### **1. Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

#### **2. Customer Focus**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment an understanding and meeting their needs, in-line with policies.

#### **3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

#### **4. Innovating**

You will be able to seek better, more effective ways of delivering services.

#### **5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

#### **6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service