



HUMAN RESOURCES BUSINESS PARTNER JOB PROFILE

Job Title:	Human Resources Business Partner
Accountable to:	HR Manager
Responsible for:	Post holder may be designated supervisory responsibility for Trainee HR Officers and HR Officers
Location:	Midlands (with countrywide travel)
Role requirements:	(See attached person specification)
Key Working Relationships	Chief People Officer, HR team, Corporate Management Team, Assistant Directors, Heads of Service, Service Managers and Office Managers, external partners e.g., Trade Unions, Occupational Health, EAP, Recruitment Partners, and Specialist Employment Law Services
Terms of Employment	
Band:	7
Superannuation:	The pension scheme used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). This is also our auto enrolment scheme. Contribution rates are based on a tiered system.
Annual Leave:	28 days rising to 33 days after 5 years reckonable service, inclusive of 3 privilege days to be taken between Christmas and New Year.

JOB SUMMARY

The role will work alongside the HR Manager as a highly credible and respected HR professional. HR Business Partners will support the delivery of an operational and strategic HR service with professional autonomy and accountability for the delivery of People Services within delegated areas of responsibility. The role will make a leading contribution towards effective front line service delivery within the People Services team, working directly with Senior Managers and Directors, service area management teams and other internal or external stakeholders across a range of operational HR activity including employee relations, workforce planning, health and wellbeing, learning and development and making a significant contribution to implementation of wider HR Strategies. The HR Business Partner will also contribute to development of the wider HR service including Resourcing and Organisational Development

In addition to their delegated areas of responsibility the role of HR Business Partner at Band 8 will involve using their specialist knowledge, skills and experience to provide coaching and mentoring to less experienced HR professionals including but not limited to Trainee HR Officers and HR Officers to support their development and also review and provide feedback on the work which they are undertaking and where appropriate contribute to Performance and Learning Reviews (PLRs)

MAIN DUTIES AND RESPONSIBILITIES

Support to Achieve Effective Service Delivery – Operational HR Support

1. Provide timely, accurate and robust advice and guidance on the full range of routine and complex HR issues including, but not limited to, employment relations casework. This may include but is not limited to all aspects of disciplinary, capability, grievance, attendance management, whistleblowing, dignity at work and organisational change. All casework will be planned and undertaken in a manner which minimises organisational exposure and financial risk, with minimal requirement to escalate matters and judging when to seek more specialist/legal advice.
2. Expedite attendance management cases by directly supporting managers to ensure timely and effective completion of Occupational Health referrals, to conduct absence review and return to work meetings, produce notes, draft outcome letters and progress requisite follow up actions, e.g. implementation of reasonable adjustments.
3. Have a leading role in restructuring and change programmes including project planning, co-ordination of severance/VER processes, producing business cases and impact assessments, drafting correspondence, producing HR case plans and associated risk planning, at all times taking into account relevant legislation and statutory requirements.
4. Support key operational and strategic HR work by producing correspondence to the highest professional standards, including reviewing the work of others; ensuring the compilation of bundles of documents for complex employment relations cases, including investigations and preparation for formal hearings as well as drafting outcome letters including dismissals and appeals against dismissals.
5. Provide assistance, guidance and support to investigating officers during complex employment relations cases across the organisation, including supporting or presenting information during formal hearings.

6. Provide direct guidance and detailed specialist advice to decision makers throughout all stages of formal procedures, hearings and appeal processes, as directed by a relevant member of the Senior HR Management Team.
7. Handling of responses and preparation for Employment Tribunal cases arising within nominated service areas, including liaison with employment lawyers and ACAS, seeking alternative resolution where appropriate. Making sound judgements and managing risk appropriately, providing updates on progress to the HR Senior Management Team.
8. Undertake a full and active role at service area level as a member of Service Area Management (SAM) Team, advising on improvements to people management and organisational development.
9. Develop and maintain service area Workforce Plans, Performance Matrices and Equality Impact Assessments working in conjunction with Assistant Directors, Heads of Service and Service Managers, routinely without requirement for input or guidance from HR Manager.
10. Perform detailed and expert analysis and evaluation of the full range of available HR Management Information to correctly identify and diagnose emerging gaps or trends and development needs to support effective workforce planning and resource allocation.
11. Support organisation wide initiatives to improve the wellbeing and engagement of teams and individuals, as well as working with local management teams to identify local issues requiring bespoke support or intervention.
12. In respect of preparation for Ofsted inspections of Cafcass, support the work of the core HR Ofsted planning teams (under the direction of the HR Manager), for example by ensuring that relevant HRMI, workforce plans etc are regularly collated and updated, and that actions from workforce plans are being implemented within timescales.
13. Act as the local lead on HR aspects of internal health checks, audits and external inspections.

Service Effectiveness – Strategy and Development

1. Contribution to strategic or operational work outside of designated operational or service areas, possibly organisation wide to support the development of the workforce.
2. Support HR Senior Management Team to achieve continuous development of the service, including response to legislative or other environmental changes, taking a leading role in identifying and delivering service innovation.
3. Provide a specialist level of support to the Senior HR Management Team to develop, progress and implement people management solutions in order to achieve Cafcass business objectives.
4. Contribute to the updating and maintenance of HR strategies and play a leading role within the team to provide support to the HR Manager in continuously improving the delivery of People Services.
5. Provide effective and proactive support for major HR projects.
6. Lead and manage delegated projects commensurate with the role, as directed by a relevant member of the Senior HR Management Team, to support the work of the HR team.
7. Take a lead role in the innovation of HR practice, policies, procedures and management toolkits/guidance, carrying out effective horizon scanning to identify future developments.

Safeguarding

8. To have a detailed understanding of how HR can support the commitment to safeguarding children within the organisation. This may include contributing to organisational wide activities to meet statutory and professional responsibilities with regard to safeguarding children, for example during recruitment processes and performance management.

Engagement and Partnership Working

1. Ensure that a clear understanding and adherence to equality and diversity (including all relevant legislative requirements), are embedded in the service provided to senior managers and others. Support Equality Impact Assessment and implementation work for service delivery of front line practice as well as employment issues.
2. Forge close and influential working relationships with key organisational stakeholders, including but not limited to Finance, IT, NIS and Legal. Take a leading role in HR working groups involved in service innovation, including the development and promotion of new HR policy, procedures and management toolkits.
3. To be a pro-active and influential team member, able to work autonomously and play a full part in meetings and events as appropriate and required.

General Responsibilities

4. The post holder may be required to travel to attend meetings or training events.
5. To be an effective representative for Cafcass and to act at all times in a professional manner, which promotes a positive image of the organisation.
6. At all times to act in accordance with legislation, National Directives and Cafcass policies and procedures.
7. Ensure compliance with Data Protection legislation and Information Assurance requirements, policy and procedures at all times.
8. Committed to own continuous personal and professional development.
9. To comply with health & safety responsibilities and contribute to effective health & safety compliance in the office.

Additional Responsibilities (Band 8)

In addition to the main duties and responsibilities at Band 7, progression to Band 8 may be achieved if there is a demonstrable requirement for work at a higher level and evidence of delivery of positive outcomes and resolutions, particularly in more complex and high risk and employee relations cases and wider organisational HR operational activity.

10. Recognised as a source of expert HR advice including more in depth understanding of employment law advising managers and other HR colleagues in the most complex and high risk employee relations cases, including representing the HR Service at internal or external meetings when required.
11. Lead and manage more complex projects or take a more leading role in specified areas of HR strategy or policy development.
12. Act as a mentor or coach to other HR professionals within the team including but not limited to Trainee HR Officers, HR Officers and other Business Partners (Band 7) to support continuous professional development within the service.

13. Review and provide feedback on the work undertaken by less experienced members of the HR Team, assist the HR Manager by acting as a point of escalation for complex queries within the team and where appropriate contribution to Performance and Learning Reviews.
14. Provide occasional temporary cover for HR Manager when required.

This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the postholder will be subject to review as part of the individual review process.



Human Resources Business Partner

PERSON SPECIFICATION

Qualifications

- Graduate/Member of CIPD desirable, or other relevant management qualification/experience in HR or relevant related subject.

Skill Areas

1. Support to Achieve Effective Service Delivery – Operational HR Support

Skills to be demonstrated

- Detailed knowledge and experience of advising directly on a range of HR, management and Employee Relations issues within a complex organisation.
- Experience of operating in a high tempo environment with strong prioritisation and time management skills, with the ability to exercise appropriate autonomy.
- Ability to manage/mitigate risk in an employee relations context, based on highly developed understanding of relevant employment legislation and high quality case planning.
- Experienced in undertaking investigations and supporting managers during formal procedures, including drafting and collating a range of complex and detailed documents.
- Able to adopt a creative and flexible approach to resolving a wide range of employment issues including experience of early intervention and awareness of alternative dispute resolution.
- Able to demonstrate rational, reasoned and sound professional judgements taking into account all available information and data.
- Experience of supporting line managers to continuously improve staff performance and to effectively manage organisational change.
- Skilled in the provision of coaching, guidance and advice to line managers, drawing appropriately on best practice and relevant theories to improve standards of people management.
- Awareness of the importance of employee engagement and wellbeing to support staff performance and the ability to put this into practice.
- Confident in using a range of core IT applications such as MS Office, particularly including use of databases/information to support effective workforce planning and performance management.

2. Service Effectiveness – Strategy and Development

Skills to be demonstrated

- Demonstrates a range of enhanced HR skills including the use and analysis of HRMI and data to shape and inform business need and solutions.

- Experience of supporting or undertaking HR projects, including involvement in project planning, maintaining project documents and producing project communications.
- Ability to plan, prioritise and co-ordinate tasks and resources.
- Ability to identify and propose improvements to HR services, policies and working practices to support improvements to organisational effectiveness.

3. Engagement and Partnership Working

Skills to be demonstrated

- Considers implications of stakeholder views and ability to respond to feedback, modifying or making recommendations for changes to HR service as required.
- Demonstrates and maintains credibility with stakeholders at all levels within the organisation, including the ability to influence at a senior level.
- Displays detailed understanding of inclusion and diversity issues in the workplace, in respect of all aspects of the role.
- Highly effective communication skills which are clear, fluent, concise and appropriate which holds people's attention both in groups and in one-on-one situations, encouraging feedback where appropriate.