



# JOB PROFILE

<b>Post Title:</b>	Human Resources Manager
<b>Portfolio:</b>	Central Support Service
<b>Responsible to:</b>	Head of HR and Organisational Development
<b>Responsible for:</b>	HR Business Partners
<b>Grade:</b>	Band G

## Job Purpose

To improve the lives of all within our community and help the island thrive by providing professional advice, guidance and coaching covering all aspects of people management to Portfolios within the Public Service. Leading the HR Business Partners to work in partnership with Senior Management Teams to ensure delivery of a high quality, consistent, relevant, proactive HR service that supports Portfolios to deliver their strategic objectives.

Provide a strategic people management service with focus being on strategies to deliver Public Service priorities such as recruitment and retention, management of complex employee relations cases, workforce planning, absence management, succession management, talent management, change management and taking the lead as required to support the Head of HR and Organisational Development to delivering corporate HR and Organisational Development projects.

Ensure a safe and thriving environment for all employees, helping the Public Service facilitate positive employee relations through development of appropriate and legally compliant people policies, effective employee relations strategies, supporting the resolution of workplace disputes, supporting management development, and providing the Public Service with necessary tools to define and influence a positive organisational culture.

## Main Duties and Responsibilities

1. Provide leadership, support and technical expertise to the HR Operational team in their role of working closely with Portfolio Directors and their Senior Management Teams to build their people capability and develop approaches that achieve their strategic objectives.
2. Support the HR Business Partners in their roles advising management teams within Portfolios on all matters relating to people management, taking into account current HR policies and procedures, employment law and best practice.
3. Build strong relationships with HR Business Partners to support, coach and guide them in the effective management of all people matters. Provide guidance on people practices and strategic workforce planning including restructures, succession planning and talent management.
4. Take the lead in the management of complex employee relations matters, seeking advice as required from AG's chambers to ensure that SHG works within policy, employment legislation and best practice, and delivers an efficient and effective response.



## JOB PROFILE

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5. Act as an ambassador for HR, drive the delivery of the people management strategy within Portfolios and ensure a high performing HR and OD service. Working with colleagues in the OD team and assist with the delivery of key elements of the people management strategy including: coaching and mentoring, leadership, capability and performance, employee engagement, and creating a high performing, inclusive and learning culture.
6. Contribute to the strategic planning process for Corporate HR and take responsibility for appropriate and relevant HR Key performance Indicators, both those related to HR as well as corporate KPIs.
7. Approve recommendations made by the Job Evaluation Committee and working with the Head of HR and OD, complete salary reviews in line with the Public Service Pay Policy, providing reports to the Remuneration Committee as required. Liaise with the Treasury to agree pay modelling or forecasting and provide support and advice to managers on the design and structure of competency and/qualification frameworks and pay scales.
8. Lead the team to deliver high quality and effective recruitment practices, following recruitment standards within the Public Service and ensuring adherence to the Recruitment Code of Practice. Provide guidance and support on all matters relating to staff recruitment, including membership of recruitment panels as required.
9. Work as part of the wide HR and OD team SMT to develop and deliver initiatives that support the development and embedding of organisational values and behaviours. Support and champion the implementation of what good leadership and management means in the Public Service to inform the development of leaders and managers.
10. Support the Employee Relations Advisor to draft, update, review and maintain HR policies, Technical Co-operation Terms and Conditions of Service, and the Public Service Code of Management as required. Develop and deliver HR Masterclasses or other training to equip managers with the skills to apply HR policies and procedures.
11. Support employee engagement through positive consultation and negotiation with the Employee Representative Committee as well as effective communication with all staff.
12. Champion a positive approach to staff health and wellbeing to include support for the management of attendance and work place health issues. Champion the promotion of equality, diversity and inclusion and actively promote equality of opportunity.
13. Work co-operatively with colleagues to constantly improve skills, knowledge and experience across the HR function. Promote and embed a culture of learning and innovation, responding to the needs of service users and customers, in order to drive continuous improvement in HR service delivery.
14. Identify appropriate HR metrics and ensure the HR Service reports these through the production of the Quarterly HR Activities Report. Ensure Portfolios and the Public Service Senior Leadership Team receive regular high-quality people data to inform strategic decision making.
15. Deputise for the Head of HR and Organisational Development in their absence and as required.
16. Manage and develop self and the HR team members to improve personal and team performance and deliver successful outcomes against plans and objectives.



## **JOB PROFILE**

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17. Manage the efficient and effective use of resources to support activities and to achieve section and service objectives. Work closely with the Head of HR and OD, and the Employee Relations Advisor, to support the annual Medium Term Expenditure Framework (MTEF) process.

### **Special Conditions**

There are no special conditions associated with this role.

However, for the proper performance of the responsibilities this post will not be limited to normal working hours, the postholder will, in response to the demands of the post, be required to work out of normal working hours.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



# JOB PROFILE

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status	iii
<b>Planning &amp; Delivery of Work:</b> Structures business or service unit to deliver key objectives and obtain and allocate resources. Defines a balanced set of targets and measures aligned with delivery plans.	v
<b>Analysis and use of Information:</b> Identifies trends from complex or conflicting data. Takes steps to address the root causes of highly complex problems. Develops new policy and procedures.	v
<b>Decision Making:</b> Thinks through the implications of decisions. Breaks down highly complex information into workable components for others. Draws together disparate information to resolve problems. Facilitates others to generate and solve problems. Empowers others to take creative decisions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving. Solves problems that have significant long-term implications for the organisation.	iv
<b>Working with Others:</b> Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Develops relationships with key stakeholders. Influences key stakeholders on issues relevant to the organisation. Creates an environment which will enable delivery of shared policy outcomes.	iv
<b>Communication:</b> Promotes communication across the organisation. Negotiates to reconcile individual competing priorities. Communicates the organisation's priorities. Summarises complex information in an effective manner.	v
<b>Influencing and Persuading:</b> Ensures strategies to support a diverse workforce are implemented. Recognises and anticipates the needs of senior managers and government officials. Presents unpopular messages confidently. Varies style of communication to have maximum impact on audience. Influences to maintain a balance between individual motives and directorate/departmental requirements. Integrates logic and emotion to construct and convey complex arguments in a face to face situation.	iv
<b>Dealing with Change:</b> Takes wide view of strategic needs. Directs and drives organisational change. Evaluates the impact of change on the organisation. Initiates attitudinal change across the organisation. Provides appropriate support mechanisms during a period of change.	v



## JOB PROFILE

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<b>Continuous Improvement:</b> Keeps up to date with developments that affect SHG and anticipates what may affect it in the future. Creates an environment which allows people to improve the way they work. Creates an environment where employees and colleagues work to improve the way things are done.	iv
<b>Managing Resources:</b> Ensures appropriate resources and levels of capability to deliver to plan. Uses management information to monitor/control resources. Supports initiatives for new and more efficient use of resources. Gains respect and credibility from team members through effective delegation, coaching and development.	iv



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Qualified to Chartered Institute of Personnel Development Level 7, or equivalent level of demonstrable attainment or experience	E	√	
Chartered MCIPD or Chartered FCIPD or equivalent member/registration status or willingness to obtain	E	√	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
<b>Knowledge &amp; Experience:</b>			
Experience of managing a function/service area and a diverse group of staff	E	√	√
Proven track record of managing successful HR Business Partnering with a focus on achieving the best outcomes for individuals and organisations	E	√	√
Successful leadership and coaching of a team of HR professionals	E	√	√
Proven track record of delivering successful Workforce Planning and Organisational Development interventions for your business areas	E	√	√
Strong commitment to Customer Service and Employee Engagement with solid experience and working knowledge of complex employee relations and employee development issues	E	√	√
Up to date knowledge of UK employment law	E		√
Experience of analysing and interpreting information to develop solutions or solve problems	E	√	√
Experience of managing budgets, resources and funding	E	√	√
Experience of budget preparation, management and reporting (preferably in a public sector environment)	E	√	√
Expertise and experience in designing and delivering change processes (ideally in public sector)	E	√	√
<b>Skills and Abilities:</b>			
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	√	√
The ability to define and use analytics to support decision making	E		√
Able to use professional judgement and diplomacy to make decisions	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to plan, manage and review tasks for team members	E		√
Strong interpersonal skills including motivational, negotiating, influencing and effective relationship building	E		√



## PERSON SPECIFICATION

Proactive and self-motivated, with excellent time management and planning and organisation skills	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Proficient at assessing problems and determining the most appropriate action	E		√
Resilience and adaptability to work flexibly, and adjust accordingly	E		√
Approachable and confident in developing team members to acquire and develop skills and experience	E		√
<b>Other:</b>			
Willingness to work flexibly – some evening work may be required	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.

### Professional or Career Progression Cadre Competency Framework

Not applicable.