



HUMAN RESOURCES CONSULTANT

Job purpose: To provide strategic and operational advice and solutions to Managers and Directors on either Resourcing, Learning & Development or Employee Relations support from Human Resources (HR). To proactively support Managers on the HR requirements and implications in respect of the delivery of their strategic business plans and change programmes - including the design and delivery of specific project work. To provide and coordinate HR Management Information (MI) and insight for governance. Reporting to the Head of People Planning and Programme Delivery

Key Accountabilities

- Provide guidance, coaching and support to Managers on aspects of policy interpretation, practice and approach
- Provision of risk based advice on the people implications of planned organisational projects, with the support of HR colleagues as appropriate
- Support the business on the development, implementation and evaluation of organisational change programmes to achieve business objectives
- To establish strong trusted relationships with Managers, Directors and other key stakeholders (including external suppliers)
- Liaise with Shared Services on a regular basis to ensure knowledge sharing, consistency of process and continuous improvement
- Manage agreed projects in the HR business delivery cycle, for example, the Performance and Development Review (PDR) process
- Work with staff and managers to help embed our values of Excellence, Respect, Clarity and Trust
- Proactively seek opportunities to continuously develop and implement knowledge and expertise across all aspects of the People Strategy and delivery plans
- Produce MI and insight on a monthly basis in agreed areas of responsibility

Resourcing:

- Work in partnership with the business and provide tailored advice on campaign planning, recruitment and selection, redeployment and/or redundancy to ensure consistency across the organisation and inform future resource planning
- Day-to-day campaign management including candidate engagement/communications, system administration (ATS) and operational support to hiring managers
- Liaise with Shared Services and hiring managers to ensure all service levels are achieved and that all candidates have a positive candidate experience whatever the outcome of their application
- Work with HR colleagues to support areas of the business making structural changes to ensure related recruitment activity is effectively conducted
- Use knowledge and experience to proactively drive continuous improvements to the delivery of recruitment across the business
- Develop and deliver a comprehensive suite of management information in respect of resourcing
- Manage a preferred supplier list for 3rd party suppliers

Capability and Development:



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- Work with the Head of Capability and Talent to identify learning needs as part of the PDP process (performance development planning) and define priority Learning & Development (L&D) initiatives to meet people capability requirements and business objectives
- Deliver, manage and promote a range of L&D solutions working with internal communications, stakeholders, subject matter experts and the wider HR team
- Develop and manage a preferred supplier list for 3rd party providers of L&D initiatives
- Work with Head of Capability and Talent to develop and implement blended (70-20-10) L&D solutions that are fit for purpose and enable everyday learning
- Measure and evaluate all L&D initiatives to assess value and recommendations for continuous improvement
- Coordinate L&D Champion forums

Employee Relations, Performance and Change:

- Support the management and delivery of the PDR process (performance development review) collate results and MI for Head of ER, Performance & Change
- Provide casework support and input on complex ER matters in consultation with the Head of Employee Relations, Performance and Change
- Provide advice and support the design & delivery of solutions to manage change
- Respond to questions regarding terms and conditions, pay, holiday and other forms of leave, flexible working requests, sickness, changes to benefits and exit process (in liaison with Resourcing)
- Coordinate the Employee Forum and Union meetings, and prepare relevant strategy papers and briefing notes for the Director of People

Knowledge, Skills & Experience

Essential

- Experience of working in an HR function in at least one of the specified disciplines (Resourcing, Learning, ER/Performance/Change)
- Experience of working in an HR business partnering capacity providing support to managers during business transition and change
- Evidence of team working skills, including working flexibly and willingly to support any of the specified disciplines
- Evidence of positively welcoming feedback and an ability to upwardly manage and engage
- Evidence of planning ahead, managing expectations and problem solving
- Strong communication skills (both verbal and written) with strong influencing

Organisation Chart





Supporting Solicitors

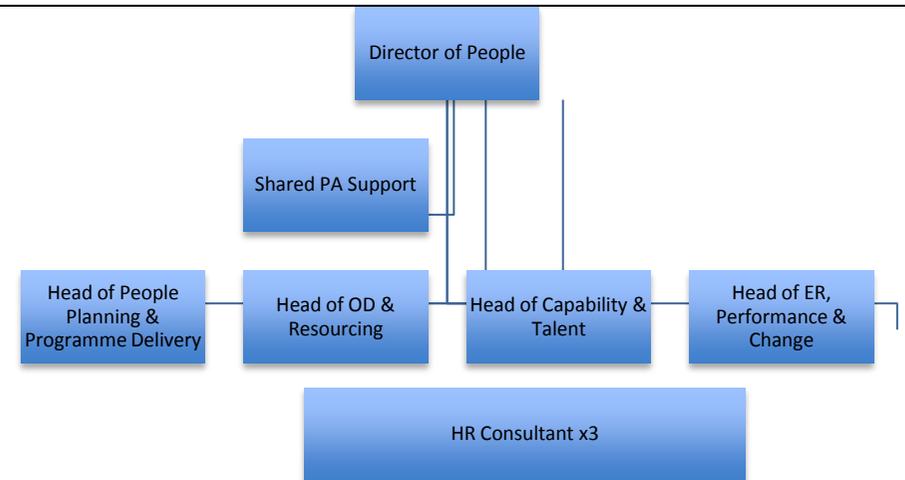


and negotiation skills

- Experience of HR system(s), creating MI reports, auditing data and insights
- Evidence of confidence to be proactive and use initiative but equally knowing when to seek guidance prior to action
- Demonstrable ability of taking on responsibility for own personal development
- Evidence of applying HR policies and procedures in complex situations
- CIPD qualification, equivalent or willing to work towards CIPD

Desirable

- Experience of working in an HR function in more than one of the specified disciplines



Dimensions

Managing performance of third party suppliers against agreed terms

Monitors spend v budget (c. £400k)

Role is based in London with infrequent travel to our offices in Birmingham, Cardiff and Brussels