



JOB DESCRIPTION

Job title: HR Business Partner

Service: Human Resources

Salary: Grade 4 Point 29 – 33

Hours: 37 hours per week

Direct reports: 1-3 direct reports to be confirmed (but could include HR Advisor(s) and HR Administrator)

Location: Head Office (Wharf Road, London, N1 7GR). The job holder will be expected to work flexibly to meet the needs of Family Action. There will be regular travel across the country with some overnight stays.

Responsible to: Head of HR

Summary of job:

Under the guidance of the Head of Human Resources, and in line with the Family Action values, support the work of the HR team in providing high quality advice and support to line managers and employees across the organisation with a focus on a regional area.

The successful HR Business Partner will be passionate about developing a career in HR and will be committed to building strong relationships and providing an effective, high quality HR service that supports the delivery of both the Organisational and Workforce Strategies.

Key tasks and responsibilities:

Case Work

1. To manage a high volume of complex employee relations cases in designated regions, and provide advice and support to line managers, preparing case documentation and ensuring procedural timescales are adhered to for all cases including discipline, grievance, performance and absence, and attendance, and ensure a consistent and fair approach to people management.
2. To maintain knowledge of developments in Employment Legislation and HR best practice and understand its role in informing how the very best HR processes mitigate risk.
3. To risk assess large-scale TUPE information as part of the tendering processes for new services and to support the transfer and integration of services into Family Action.
4. To support the Head of HR in reviewing and writing HR policies.

People Performance

5. To ensure local recruitment plans attract, select and induct good quality candidates, are aligned to national recruitment strategies and comply with safer recruitment standards.
6. To ensure that local plans are in place to maximise individual and team performance that improves outcomes, safeguarding and growth.
7. To proactively identify and deal with poor individual and team performance.
8. To support the development and use of national and local performance metrics.
9. To work with regional and local managers in analysing performance metrics and developing plans for improvement.

People Development

10. To work with senior managers to identify, support and develop talented individuals.
11. To ensure that all managers in their designated region exhibit the right level of leadership skills, knowledge and behaviours.
12. To ensure that front line staff in their designated regions are equipped with the right skills, knowledge and behaviours to provide high quality and safe services.
13. To ensure the successful completion of the annual staff survey and the production of local plans to deal with issues that arise.
14. To support national initiatives and develop local plans designed to increase staff engagement through increased communication and involvement.
15. To support the national training programmes and ensure that local staff have access and participate.
16. To represent the HR team in induction processes for new employees and managers and ensure all new employees and managers receive a high quality induction experience.
17. To support regional and local managers in ensuring that all staff in the region have a high quality appraisal and have a PDP.
18. To ensure all managers in the region have 360 feedback which links to the PDP.
19. Supervision, casework support and line management of HR Staff.

General

20. To assist the Head of HR in compiling and presenting HR management information and produce reports using the HR Information system as required.
21. To participate in relevant industry forums and networks.

22. To attend meetings with managers, staff, trade unions and participate as the HR representative on a range of boards and steering groups as required.
23. To constantly review HR processes and propose improvements to the Head of HR.
24. To participate in weekly HR Case Work Meetings and monthly team meetings.
25. To lead by example and demonstrate Family Action's values of **can-do, excellence, mutual respect, people focus**, and in your work, behaviour and in your professional relationships with colleagues, partners and service users.
26. To ensure you have an understanding (appropriate to your role) and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
27. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
28. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
29. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required



Person Specification

1. CIPD qualified or significant experience in a people and organisational development role.
2. Significant experience of leading the provision of complex and high risk employee relations advice and guidance, balancing risk and commerciality.
3. Ability to be flexible and act as a champion of change, contributing at a strategic level, anticipating and planning for change and identifying business focused solutions.
4. Demonstrable ability to build effective relationships at all levels and manage these relationships to achieve organisational goals.
5. Ability to work with diplomacy and assertiveness, and maintain confidentiality at all times.
6. Proven experience of influencing and persuading senior managers in order to improve people management practices and the employee experience developing the business to achieve its strategic aims.
7. Excellent ability to develop strong internal and external relationships and coach, challenge and influence to ensure effective business solutions, balancing risk and commerciality and resolve conflict where necessary.
8. Excellent ability to work autonomously using own judgement to make strategic and operational decisions and as part of a team.
9. Significant experience of business partnering in a complex and multi-site organisation.
10. Excellent understanding of employment law and experience of developing and implementing HR policies and procedures.
11. Experience of robustly supervising HR staff, including line management, casework support and appraisal.
12. Excellent communication and negotiation skills and a persuasive, approachable manner.
13. Ability to analyse a range of business and people data and cut through complexity to bring clear, relevant and logical recommendations.
14. Ability to analyse complex issues and data analytically in order to make sound objective judgements and explain them clearly to others.
15. Experience of working collaboratively with trade unions or staff representatives.

16. Ability to work flexibly and accurately in a fast moving environment and to prioritise work to meet the needs of internal customers and ever changing requirements whilst maintaining professional standards.
17. Confident and competent in using Microsoft Office and proficient enough to adapt to the use of other IT software.
18. Ability and willingness to travel independently around the UK on behalf of Family Action including occasional overnight stays as required.
19. Respect and reflect Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services