

HR Business Partner – Level 2

Central Services

Overview	
Role Purpose	<p>Lead on large and/or complex NHG directorates to ensure that they are considering workforce planning, talent acquisition, career progression and appropriate learning, in order to support the achievement of business and functional plans from a people perspective.</p> <p>To lead a proactive, consistent, reliable, customer focused HR service that ensures value for money.</p> <p>Work with the wider HR management group to ensure effective service delivery and continuous improvement. Work on cross team projects to generate effective business solutions</p> <p>To partner with business managers in a large and/or complex NHG directorate to deliver an effective and efficient HR service.</p> <p>To coach managers to manage their people effectively.</p>
Responsible for	<p>Lead an effective and value-adding HR business partnering service in your business areas which will either be large and/or complex, with HR Adviser support if appropriate</p> <p>Ensure employment legislation requirements, appropriate policies and procedures and good practise are always applied, allowing managers to manage their teams effectively and minimising business risk.</p> <p>Mentor, support and develop HR Advisers, support them on project work and initiatives, coach and develop their HR Business Partnering skills</p>
Reports to	Senior HR Business Partner or Assistant Director of HR
Line management	N/A
Date	May 2022

Role relationships	
Internal	Business managers at all levels, staff networks, staff and partnership forums and representatives, auditors, HR colleagues
External	Agencies, candidates, legal advisors, ACAS, specialist consultants, suppliers, partners, and other service providers

Role accountabilities

Business partnering

- Develop meaningful relationships in business areas, by gaining insight and understanding of their structures, roles, people challenges and business goals
- Ensure that directorates are considering workforce planning, talent acquisition, career progression, appropriate learning, and excellent people management to achieve their business plans
- Coach, educate and support managers on people related areas, including HR policies and procedures, building capability, managing risk, presenting options and focusing on solutions
- Work with the business areas on all employee related issues through the employee lifecycle, including recruitment and selection, employee relations, talent and retention, learning and well-being, absence management, terms and conditions, performance management and other HR related issues, liaising with specialists where required
- Lead on project work and initiatives in line with the HR strategy, including equality, diversity, inclusion and wellbeing work
- Produce reports and papers for business areas and SMT, presenting options, insights and recommendations; work with the business and HR to implement these and other plans
- Work with the HR Services team to ensure high standards of service provision to business areas including support and resolution of complex and non-standard matters; coach and support staff to develop expertise
- Advise and assist in the resolution of line manager queries which cannot be solved through line management or first line support, the manager toolkit and other means
- Work with business areas to deliver action plans in line with employee survey outcomes.
- Maintain an awareness of best practice and trends in people management in the housing sector and elsewhere across organisations, and challenge current NHG practices
- Monitor HR reports to analyse trends relating to exit interviews, absence and ER casework and share with managers; support business managers to manage their establishment and to use the HRIS system in order to manage their staff appropriately

Workforce planning, succession and progression

- Partner with the business to develop proactive talent management, engagement, career and succession planning, and retention strategies, to meet current and

Role accountabilities

future business needs; Support the implementation of agreed plans, including a focus on diversity, utilising the support of the Senior HRBP and advice of the Talent and Learning Team as required

- Lead on job evaluation, salary setting and market testing of specific roles in accordance with NHG pay policy; ensure that role profiles reflect business requirements, including appropriate career pathways
- Oversee (and where necessary manage) the redeployment process in liaison with HR colleagues

Attraction, recruitment and induction

- Work closely with the business to develop workforce plans to provide pro-active recruitment forecasting and attraction advice which focuses on candidate sourcing, future campaigns and business needs to ensure an optimum and diverse workforce. Work with the business in the implementation of this, obtaining and advice and support from the Specialist HR Teams as required
- Provide advice to hiring managers on talent strategy, recruitment campaigns and appropriate assessments and work closely with the business on their implementation with support from the Recruitment Manager if required
- Analyse trends relating to recruitment including temp usage, campaign statistics, analysing spend and the effectiveness of media and assessments and share with directorates and the Talent and Recruitment managers

Learning and people development

- Using knowledge of learning and development, work with the business to establish areas of development, liaising with the Learning Team to develop tailored learning suites that meet the needs of business areas to improve performance and service delivery
- Partner with the business to embed appropriate standards of behaviour, management and leadership programmes and equality, diversity & inclusion initiatives in business areas. Utilise the support of the Talent & Learning Team as required
- Deliver HR related training, induction, and other activities as and when required
- Take responsibility for personal continuing professional development

Change and business transformation

- Lead in partnership with the business on complex people change management processes including TUPE and restructures
- Contribute to the development of medium and long-term business planning for

Role accountabilities

directorates, balancing overall business ambitions with constraints from a people perspective

- Work across directorates in a matrix structure in order to deliver desired outcomes of change and business transformation
- Utilise data, metrics, and evidence, including HR reports, to inform and help drive decision making and change within business areas, and improve efficiency

Performance, capability, conduct and ill health

- Advise managers on dealing with complex employee relations cases, providing legal and procedural advice, options, and guidance on the process, ensuring policies are followed and risks outlined and managed. Deliver complex messages to directorates on the risks and implications of a variety of options.
- Manage ACAS and ET cases, working with internal specialists and employment law partners where appropriate; attend employment tribunals where required
- Maintain an awareness of relevant changes to employment legislation and the development of case law which might impact on working practices in NHG.

Support services and continuous improvement

- Work in collaboration with the wider HR management team to ensure continuous delivery of all HR essential services
- Work collaboratively with the HR Services Team to ensure that HR administration and compliance with HR internal controls is delivered efficiently. Ensure that processes are accurate and timely, adhere to NHG rules and follow statutory requirements and financial regulations
- Share knowledge and good practice with the HR team
- Ensure that HR systems and files are kept up to date and accurate and SARS are appropriately managed; maintain quality standards by writing and checking documents; work with the business to ensure that establishments are accurate
- Mentor, support and develop HR Advisers, support them on project work and initiatives, including equality, diversity, inclusion, and wellbeing work
- Develop the HR Services team's knowledge of business areas and the priorities that impact their work and coach/support them on HR policy and practice
- Review and develop policies, procedures, and processes in line with legislation, company policy and good practice, and ensure that the business is advised and trained on changes
- Solicit feedback to continuously improve the capacity of the team to provide a high

Role accountabilities

quality and seamless service

General

- Ensure that all diversity and inclusion implications are considered in the development policies, processes, and strategies and in personal conduct across NHG
- Manage and lead teams and the wider HR department in accordance with NHG manager expectations; be a part of the wider HR Management team
- Work flexibly, be it in terms of work and duties undertaken or patch to support, this includes focussing and supporting on one or many specific role duties as and when required to meet business needs.
- Follow the financial regulations, policies, and procedures at NHG
- Follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of other
- Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business
- Provide cover and support for all HR essential services as and when required

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness and value for money in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening, and responding positively to others.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> Strong employment law knowledge In depth knowledge of key ER procedures and ACAS requirements Significant experience of stakeholder and relationship management Comprehensive experience of providing HR advice and coaching to staff and managers at all levels and on all HR matters Experience of working with and utilising HR Systems Good experience and knowledge of risk management Significant experience of change management Experience of managing TUPEs Experience in role sizing (job evaluation) Previous experience of working in a Housing Sector (Desirable) Experience of analyse and critique information
Skills	<ul style="list-style-type: none"> Excellent organisational skills i.e. forward planning and managing business expectations Excellent verbal and written communication skills, utilising a range of different mediums and formats, and clearly articulating complex messages Excellent attention to detail Strong negotiating and influencing skills

Role profile

	<ul style="list-style-type: none"> • Intermediate knowledge of Microsoft packages • Resilient and confident HR Professional with the ability to work in partnership and independently. • Excellent problem-solving skills • Ability to manage risk and work flexibly to accommodate this • Analysing and critiquing information
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Associate CIPD or equivalent HR degree or relevant experience • Qualification in HR related field. (Desirable) • MCIPD (Desirable)

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information & Data User
Data protection role	<ul style="list-style-type: none"> • Data owner