

Role profile

Job Title:	Trainee HR Advisor	Grade:	11 of a career grade of 9 or 10 or 11.
Department:	Workforce and Organisational Development (W&OD)	Post no.:	64188
Directorate:	Strategy and Change	Location:	Perceval House, Ealing

Role reports to:	A member(s) of the management team responsible for HR advisory/consultancy services.
Direct reports:	None
Indirect reports:	None

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job, which would include any changes made to change the scope of the role to support Council directorates as well as schools. The use of the term managers in this role profile includes managers in schools and council directorates.

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To deliver a professional, efficient, and effective HR advisory service to all Ealing Council and school employees and managers whilst applying excellent customer service.
- To assist in resolving basic/entry level employee relation issues/cases such as probation, sickness reviews, and minor misconduct cases etc.
- To provide Entry level, basic support to managers about employee relations issues and policies.

- To assist/shadow employee relations investigations.
- To undertake job evaluations.
- To ensure that all instructions, administration processes, tasks and deadlines are completed/met and implemented to the required standard for all managers and employees across the council to deliver business objectives.
- To undertake research.
- To complete a Chartered Institute of Personal and Development (CIPD) course (or apprenticeship) and undertake internal people management-related training.
- To be a key member of Workforce & OD working integrally with internal & external customers to meet the agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) and council standards. You will be required to support the work of the department, teams and colleagues within the department.

Key accountabilities

- The HR Advisor is directly accountable to a member(s) of management team responsible for HR advisory/consultancy services
- To be the first point of contact and provide Entry level HR advisory service on employee relations issues (including probation, sickness reviews, and minor misconduct cases etc) verbally and in writing to managers and employees at all levels.
- To support/guide corporate managers and employees (at all levels) on the interpretation of HR/employment policies, procedures and processes.
- To communicate with managers and employees on a regular basis and be proactive in advising on the latest position on their outstanding work, instructions, and HR queries.
- To assist managers with the production of accurate and relevant correspondence for managers and employees and instructions to other colleagues in the Workforce and OD department i.e. payroll, pensions, HR administration colleagues.
- To ensure that all documentation issued to managers and employees complies with HR policies and processes, terms and conditions of employment and government legislation within the SLA and KPIs.

- To update and test HR/employment template documents and correspondence to ensure they comply when there are changes to HR/employment policies, processes, terms and conditions of employment and government legislation.
- To participate in changing and amending HR/employment policies/guidance and processes due to changes in employment legislation/law and external and internal audit recommendations
- Required to attend internal and external courses (including CIPD professional development and job evaluation training etc) and events and represent and promote Ealing Council as an employer of choice.
- Attend meetings in the absence of others in the wider HR Consultancy team and the Workforce and OD department to either advise at entry level meetings or note issues that arise and provide feedback to colleagues at more complex meetings.
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- Required to understand and show commitment to the council's equalities, diversity and inclusion and health and safety at work policies and initiatives and their implications for employment and service delivery.

- **Additional Accountabilities at Grade 10.**

1. The ability to work independently with managers and employees demonstrating imaginative thinking not limited by defined policies and processes and suggest options and make recommendations.
2. Experience of handling basic employee relations cases such as probation, sickness absence monitoring reviews, and minor misconduct cases etc suggesting options and making recommendations.
3. Completed all internal people management-related training, plus Greater London Provincial Council Job Evaluation Scheme (GLPCJES) training and undertaking job evaluation casework on a regular basis.

4. Required to be working on a number and range of diverse subjects (such as employee relations casework, investigations, job evaluation casework & advising on terms and conditions issues etc) suggesting options and making recommendations.

Additional Accountabilities at Grade 11.

1. The ability to work independently and work with more senior managers and employees on a daily basis providing advice and support.
2. Regularly dealing with a range of more complex and contentious matters providing advice and support suggesting options and making recommendations.
3. Providing managers and employees with a consistently high level of people management support on a daily basis.
4. Demonstrate tact, persuasion and advocacy skills in daily work when dealing with managers and employees.
5. Awareness of the Council people management policies, processes and guidance documents and the ability to advise on these documents confidently and consistently.
6. To take responsibility for options suggested and recommendations made taking advice from other colleagues in the HR Consultancy Team, when necessary and appropriate .

Key performance indicators

- To deliver an efficient, effective, professional customer service focussed HR advisory service in accordance with the agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
- To contribute to the delivery of W & OD SLAs and KPIs e.g., time to respond to requests for advice, completion of job evaluation cases and timescales set out in formal employee relations procedures.
- Continually work to improve the service for the benefit of our managers and employees (all levels)
- Develop positive relationships with all managers and employees (at all levels)
- Ability to be pro-active, flexible, and able to prioritise workload/instructions where necessary e.g., to meet deadlines.

Key relationships (internal and external)

- HR Consultancy team and all other teams in the Workforce and Organisation Development department. All in the Strategy & Change directorate. Employees and managers. Prospective managers and employees. Schools. Trade union/workplace representatives.

Authority level

- Providing "Entry level" HR advice and guidance on HR policies, procedures and processes for managers and employees.

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council

Please ensure when completing your application that you address the criteria set out below in the person specification section and provide examples as appropriate.

Essential knowledge, skills and abilities

1. Knowledge of HR/employment legislation and the ability to understand, interpret and accurately summarise legislation, HR/employment policies and processes in writing for employees and managers.
2. Ability to act as the Entry level point of contact for advising managers, employees on HR/employment legislation, policies, and processes as well as National & Local Terms & Conditions of Service. Ability to deal with employees and managers effectively, efficiently and advise employees and managers building positive relationships.
3. Excellent communication skills both written and verbal and good interpersonal influencing and presentation skills. Ability to produce accurate written HR/employment documentation and cross check information for accuracy.

4. Ability to take ownership for queries received and see through to resolution and implementation. Ability to be flexible and manage own work within changing business demands priorities.
5. Excellent IT skills, ability to use WORD, EXCEL, Outlook to a very competent level. Ability and willingness to learn and use a computerised Payroll and HR IT system daily e.g., currently Midland (MHR) iTrent and job evaluation system(s) etc.
6. Self-motivated, able to work on own initiative, organise own workload, meet deadlines and demonstrate a commitment to working as a team member in a flexible and responsive manner.
7. Take responsibility for your conduct, training (including obtaining CIPD accreditation and completing job evaluation training) practice & learning, active engagement in personal continuous professional development and understanding the value of these.
8. Ability to make a valid contribution to reviews of HR/employment policies, procedures and processes.
9. Understanding of and commitment to the councils' equality, diversity and inclusion policy & initiatives and the implications for employment and service delivery.
10. Ability to work effectively as part of a team and to work flexibly across teams to meet deadlines and work demands and priorities.
11. Understanding of and the ability to deliver in line with Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).

Essential qualification(s) and experience

1. Evidence of Chartered Institute of Personnel and Development (CIPD) membership and/or evidence of working towards CIPD membership and/or experience in an HR role.
2. A HR/employment professional qualification and/or other appropriate qualification and/or appropriate HR/employment experience.

3. Evidence of and willingness to undertake continuous professional development and further relevant training as required including training on job evaluation scheme(s).
4. Good level of education, excellent IT awareness and applied IT skills e.g., Word, Excel, Outlook, databases, and computer packages/solutions.
5. Experience of communicating effectively both verbally and in writing with a range of audiences.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards