

CHIEF EXECUTIVE'S DEPARTMENT

Human Resources Officer – NJC Grade SO2 (SCP 30 – 36) (£34,330 - £40,454)

We are looking for a highly motivated, experienced individual to take on the role of Human Resources Officer. Working with the Human Resources and Health & Safety Team this is an exciting and challenging post which supports the Assistant Chief Officer (Human Resources) on all operational aspects of HR.

You will be responsible for providing advice and guidance to managers on the application of HR policies and procedures, whilst ensuring statutory, regulatory and best practice initiatives are used to provide solutions to meet the needs of the Council. You must be CIPD qualified or equivalent and experience of working in a unionised environment would be an advantage.

Can you demonstrate significant experience in handling in absence management, disciplinary, grievance and capability processes? Are you organised, resourceful, adaptable, flexible and innovative in demanding and difficult situations? Have you got an eye for detail and accuracy and the ability to work at a quick pace in an extremely busy role? Can you demonstrate professionalism, tact, confidentiality and discretion? If you have the ability to interact easily and comfortably in any environment and have strong interpersonal and excellent communication skills, then we would welcome an application from you.

Application packs for the above vacancies can be obtained from the HR Section on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library. The closing date for the receipt of completed applications is 5.00 pm, on Friday, 1st June 2018.

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME JOB DESCRIPTION

DEPARTMENT	Chief Executive's
SUB-SECTION	Human Resources
DESIGNATION	Human Resources Officer
REPORTS TO	Assistant Chief Officer (Human Resources)
DURATION	Permanent
GRADE	SO2 Grade (SCP 30 – 36) (£34,330 - £40,454)
HOURS OF DUTY:	Monday – Friday (37 hours per week) (daily: 8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)

MAIN PURPOSE OF THE JOB

Assist and support the Assistant Chief Officer (HR) with the provision of an effective Human Resources Service to Managers and employees within allocated Services, developing, promoting and implementing human resource policies and procedures which meet the needs of the Council.

Support the Assistant Chief Officer (HR) and contribute to the ongoing development, implementation and evaluation of personnel policy, procedures and good practice in line with the Council's policies, employment law and good practice. Responsible for the supervision of the Human Resources Assistant. Provide cover in the absence of the Assistant Chief Officer (HR).

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Provide professional advice, guidance and support on people management activities to all managers and employees within the Council, including employment relations issues, recruitment and selection, training, attendance and personnel record keeping.
2. Guide manager and employee actions by enforcing organisational values and behaviours in line with relevant organisational human resources policies and procedures.
3. Assist with ensuring the Council at all times meets legal obligations and mitigates the risk of Employment Tribunal claims, costs and adverse publicity.
4. Support the ACO (HR) in developing human resource and management information and assist in establishing workforce performance data.

5. Ensure the provision of accurate statistics and records as required.
6. Provide guidance and practical support to Managers on disciplinary, capability and grievance procedures and other straightforward employment issues using a problem solving approach. Provide clear, consistent, relevant advice, guidance and support when assisting in developing solutions to problems.
7. Contribute to the development and improvement of HR policies, procedures and processes in accordance with service needs, legislation or recognised good practice / Codes of Practice.
8. Supervise work of the Human Resources Assistant and provide guidance as required. Oversee the administration of Work Experience and Work Placement Schemes.
9. Lead and manage the induction process for all new staff at all levels providing induction information to ensure regulations are met.
10. Responsible for maintaining up-to-date accurate personnel records in accordance with statutory and audit requirements.
11. Undertake research into specific HR matters individually or as a member of the Team as directed, providing reports on outcomes and recommendations on courses of action. Undertake non-complex project work as directed. Ensure effective communication and dissemination of quality information throughout the Human Resources Department.
12. Responsible for ensuring HR information and management systems continue to be developed and oversee and assist in HR data transfer to new systems as they develop.
13. Responsible for arranging quarterly meetings with the Occupational Health Service to assist with employee wellbeing within the workplace and to ensure sickness absences / ill health issues are managed / considered appropriately.
14. Assist with the provision of advice and support on the management of change programmes relating to restructure, redundancies, early/ill health and efficiency retirement and re-deployment within the Council.
15. Participate in the job evaluation process ensuring accurate records and comparative data are maintained.
16. Maintain good working relationships with all staff and with the Office of Human Resources, Department of Infrastructure, Industrial Relations Office and other relevant Government Departments and Agencies and with Unite the Union and Unison unions. Respond politely and in a timely manner to all internal and external customers.
17. Arrange and attend internal and external meetings on HR matters, including providing support, taking notes and providing minutes and action points where appropriate.
18. Raise purchase orders for goods and services and authorise payment of invoices in accordance with Financial Regulations, and within authorisation limits, for the HR Department.
19. Responsible for the performance management and staff development of the HRA.
20. Keep abreast of legislative changes and maintain current detailed job knowledge by participating in educational opportunities and reading professional publications.

23. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
24. Ensure the ACO (HR) is kept fully informed of any issues of a significant and / or sensitive nature with particular reference to personnel issues and changes in employment law and practice
25. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
26. Responsible for the health and safety of the staff of the Section and for the safety of the public and other staff who come into contact with any aspect of Section's duties being undertaken.
27. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
28. Such other duties within a similar level of responsibility as may from time to time be required by the ACO (HR).

SELECTION CRITERIA

Essential

1. CIPD qualified or equivalent
2. Educated to 'A' level or equivalent
3. A minimum of 5 years' experience in a HR environment providing generalist advice and support
4. Excellent verbal and non-verbal communication skills and the ability to collaborate effectively at all levels and with a range of stakeholders
5. High standard of interpersonal skills and ability to deal with sensitive situations, confidential matters and manage expectations and conflicting priorities/interests
6. Excellent written communication skills with the ability to present information accurately, clearly and concisely.
7. Strong attention to detail with strong organisational and time management skills
8. Demonstrate an ability and a clear commitment to improved HR services through continuous improvement
9. An understanding of the statutory framework, policies and service including knowledge of and ability to interpret and advise on employment legislation and potential implications
10. Ability to think and act on own initiative in a pressurised environment making difficult decisions
11. Proven ability to prepare correspondence, report and compile information to a high standard
12. Proficient in the use of Microsoft Word/Excel

Desirable

1. Evidence of Continuous Professional Development (CPD)
2. An understanding of the operations and functions of a local authority.
3. Political sensitivity.