

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS13-1496	Grade M
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Job purpose: Investigate, analyse, design and deliver a significant programme of work which includes managing discrete projects / casework and initiatives affecting services across the council.

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context, and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems. Professional qualification in area of specialism (or equivalent experience)
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Knowledge and experience of developing systems, policies, procedures and / or practices. Good knowledge of the wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to apply initiative and strategic awareness to problem solving and decision making. Ability to motivate and lead small teams of specialist staff. Experience of managing projects with service / organisation impact.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more). Lead initiatives to design and deliver improvements and transformation. Manage projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.

	<p>Consult with service users / stakeholders / partners to understand issues and challenges and provide recommendations for solutions.</p> <p>Manage relationships with customers, partner organisations and / or suppliers – monitor inbound and outbound service levels: discuss operational issues with partners.</p> <p>Lead professional and point of contact to provide technical specialist solutions.</p> <p>Apply good judgement, sensitivity and diplomacy required in all dealings with others.</p> <p>Be a representative on behalf of the Service area / Council internally and / or externally.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service. Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback.</p> <p>Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Associate Business Partner	
Role profile family:	Organisational Support	
Role profile number and grade:	OS13-1496	Grade M
Number of posts:	2	
Service/Team:	HR & OD	
Reports to:	Senior Strategic Business Partner	

Job Family overview

Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

Service / function Context

The HR&OD Business Partnering team are strategic partners, working with senior management teams to build capacity and capability across a wide range of council services, supporting and enabling them to develop creative responses and sustainable solutions in line with 'Our Identity'.

Through critical thinking, challenge, and a joined up, solution-focused approach, they support services to develop, deliver and review workforce strategies and action plans which will enable them to effectively deliver the council's business plan now and into the future.

They work closely with colleagues from across the wider HR&OD service to commission appropriate support from specialist teams including advisory, payroll, recruitment, reward, engagement, insight, organisational development and change.

Job Purpose

The associate business partner reports to the senior strategic business partner, with day to day work supported and overseen by the strategic business partner for the relevant area.

The purpose of the role is to provide support to the HR&OD business partners in order to deliver effective people strategies within service areas.

Specific duties and responsibilities include:

- Supporting structure reviews, organisational design and support for role description development up to the point of handover to the advisory team for implementation;
- Ensuring high quality establishment data and its ongoing maintenance and integrity;
- Implementing strategies for talent management and succession planning, including strategies around the use of career progression roles and apprenticeships;
- Managing activities to embed “Our Identity” and support culture change, including identification of issues and innovative solutions to support services;
- Working with the resourcing team on talent sourcing and recruitment strategies, especially for hard to fill roles;
- Advising on performance management at a service-wide level, supporting services to develop solutions that fit their business needs;
- Conducting training needs analysis and review and evaluation of potential solutions;
- Providing support for actions in relation to budget planning – ensuring that people aspects of opportunities are considered and explored;
- Giving guidance around service action planning (e.g. staff survey, wellbeing survey) and support to follow up on actions;
- Providing leadership development solutions to support specific service needs;
- Supporting with the people elements of service strategies and policies;
- Effectively influencing and challenging at a senior level whilst also building and maintaining relationships;
- Using data and insight to support services to understand themes and trends and to prioritise actions. Working with services to utilise management information, relevant analysis and business metrics to add value to the business, providing creative, innovative solutions to identify, prioritise and implement workforce and organisational development interventions, for example to improve retention, succession planning or performance;
- Acting as a front door for HR&OD - channelling queries and feedback through to correct teams and ensuring follow up;
- Liaising with business partners and colleagues in other support services (e.g. IT and finance business partners);

- Supporting the provision of a strategic, value added and best practice HR&OD consultancy service in line with the People Strategy to senior leaders and managers;
- Working alongside the strategic HR&OD business partners to develop appropriate responses to workforce issues identified and plan, lead and direct a range of workforce planning and development activities within specific service areas or teams;
- Building credible working relationships with senior managers, providing effective challenge in relation to contentious and complex workforce issues and developing a sound understanding of the service/s direction and the strategic workforce implications;
- Appropriately influencing and challenging workforce and development plans, identifying potential actions and solutions to ensure future workforce needs are met and the achievement of business plans and HR&OD strategies;
- Deputising for the Business Partner at programme/project boards (at either corporate or service level);
- Assisting in the design and delivery of strategic and tactical HR&OD projects through effective project management;
- Supporting the business partner to engage leaders and managers internally and externally and working with national and regional networks to ensure that Wiltshire continues to be at the forefront of developments within the HR&OD field.

In all of these areas the postholder will be commissioning support as required through the wider HR teams, keeping oversight to ensure effective solutions are being implemented and ensuring a good flow of two way information across the HR&OD service.

The postholder will also need to signpost specific queries or issues to the correct operational teams and ensure effective and customer focused hand-offs to these teams.

Specific requirements for this post:

None

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- CIPD qualified or with a post graduate professional qualification or equivalent in a related discipline or equivalent relevant experience.
- Relevant experience of working in an HR or OD role or within an equivalent field.
- Demonstrable ability to multitask, with ability to deliver on a wide portfolio of projects or pieces of work.
- Experience of supporting, advising and delivering people related solutions;
- Experience of developing, building and maintaining effective working relationships with managers and stakeholders.

- Knowledge and some experience of delivering a range of strategic human resource management issues, including experience in some of the following areas: workforce planning, organisational development, succession planning, talent management, employee engagement, performance management and resourcing, as well as good business acumen.
- Evidence of an ability to develop and maintain positive working relationships with colleagues both within a HR & OD setting and wider organisation.
- Able to demonstrate a business approach to HR&OD and understand the needs of the business.
- Demonstrable analytical and problem-solving skills with the ability to grasp new concepts quickly and able to understand, assimilate and interpret, present and communicate information.
- Resilience and tenacity to gain agreement and follow through on delivery of plans with the ability to be collaborative and respectful, but able to challenge constructively to ensure successful outcomes.

Desirable

- Membership of CIPD.
- Project management qualification
- Experience of local government or central government or similar quasi-government body.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>