

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS11-0564	Grade K
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Job purpose: Provide specialist professional advice and solutions to enable the most appropriate solutions for a complex work area within and across service areas.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification but also practical experience of applying the skills obtained through study, in the workplace

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
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.
Knowledge and Skills	Relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Proven ability to provide advice and make recommendations based on specialist knowledge of specific area. Highlight and resolve potential risks. Knowledge and experience of contributing to the development of policies, procedures and practices. Familiar with 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 interpret and analyse statistical and numerical data, drawing conclusions from the data to make informed decisions. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of co-ordinating projects with service / organisation impact Proven ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
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) and contribute to long term strategies 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 on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.

	Contacts will include: Senior managers, leadership team, councillors, external bodies and partners. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Be a representative on behalf of the Service area / Council internally and / or externally
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a significant effect across the organisation. Deliver complex work programmes within or across specialist areas to meet established operational targets. Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact. Identify additional requirements or shortfalls and recommend innovative, robust solutions. Monitor and report on service standards as required
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	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. All of us are expected to demonstrate the ten 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
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:	Senior Case Adviser	
Role profile family:	Organisational Support	
Role profile number and grade:	OS11-0564	Grade K
Number of posts:	9 FTE	
Service/Team:	Employee Relations	
Reports to:	HR Operations manager	

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 overall responsibilities of the service/function are:

The **HR case management** teams are responsible for providing professional HR advice and expertise to managers and schools to resolve employee relations issues using a proactive approach, interpreting employment law and internal policies, procedures and guidance to the best advantage of the council and/or school, with the aim of reducing timescales for the decision making of case resolution.

Job Purpose

In addition to the responsibilities described in the role profile, specific duties include:

- To provide professional HR advice on complex employee relations matters to managers. This requires significant knowledge of employment law and skills to apply council HR policies appropriately to employee relation cases.
- To have a professional presence with senior managers/headteachers to be able to persuade action to ensure employee matters are managed appropriately. To be able to provide flexibility and innovation to resolve matters whilst remaining within legal boundaries and to outline the options and associated risks. e.g. settlement agreements
- To have substantial safeguarding knowledge and attend safeguarding multi agency meetings as the HR lead for the council
- To provide HR professional advice for Employment tribunal cases and may attend as a witness
- When directed by the HR Operations Manager, liaise with the legal team over complex and contentious issues where advice is required from employment law experts. Work with the legal team to find a suitable solution, in order to mitigate risks to the organisation.
- Mentor and provide support and guidance to the Case Advisers when dealing with more complex casework.
- In conjunction with a member of the strategic delivery team, design and present briefings to a range of staff to include managers/headteachers on new or changed HR policies, this will include governors briefings. Knowledgeable and confident to be able to respond to queries and questions to ensure understanding by the audience
- Build effective working relationships with managers / head teachers to ensure HR advice is followed and complex issues are dealt with promptly.
- To provide HR support to heads of service /headteachers during large scale service restructures, and TUPE academy conversions. This will include consultation with the recognised unions; attendance at appropriate consultations when necessary ensure proper implementation of the procedures including redeployment opportunities from across the council for displaced staff.
- To embrace and deliver new HR initiatives, e.g. job families, and be a point of knowledge for managers on their application.
- Advise on transfer of undertakings, protection of employment (TUPE issues, restructures academy transfers and provide support to managers on cases and liaising with managers..
To have a detailed knowledge of the various sets of different terms and conditions such as Teachers, Soulbury, NJC and JNC to be able to answer queries from managers.
- Attend employment law workshops and maintain continuous professional development to keep abreast of employment law changes.
- Provide advice to the HR and Payroll Administration team to resolve complex pay related issues. Consult and liaise with the recognised Trade Unions, professional associations and associated bodies to inform them of employee relations matters.
- Network with HR professionals in other organisations, local authorities and through forums.

Person Specification

In addition to the qualifications, knowledge, and skills required for roles at this level, this role requires:

Essential

- CIPD Level 5 intermediate certificate in Human Resources and / or working towards CIPD Level 7 advanced diploma in Human Resources.
- Extensive experience dealing with a diverse workforce, or able to demonstrate the skills and experience required to perform at this level
- Detailed knowledge of employment law
- Knowledge of local government employment practices
- Experience of working in a unionised environment
- Good communication skills
- Well developed organisational skills
- Ability to influence and persuade
- Ability to build and maintain key working relationships
- Ability to work at pace and in a pressurised environment
- Sound IT Skills

Desirable

- CIPD Level 7 advanced diploma in Human Resources.

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.	☒
Regular Driver Must hold a valid UK driving licence 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 unless a reasonable adjustment has been agreed.	☐
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	☐

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

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 as 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	☐
This role is not politically restricted	☒

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	☒
This role does not have any professional or occupational membership requirements	☐

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.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
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.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☒

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	☐
This role is not subject to a BPSS check	☒

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').	☐
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).	☐
This role is not subject to a NPPV check	☒

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.	☐
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.	☐
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.	☒