#

# Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff and teams to share the organisation’s values and deliver our corporate objectives.

|  |
| --- |
| Job Description |
| **Job title:** | **People Officer**  |
| **Service:** | Democracy, Law & People |
| **Team:** | People & OD |
| **Location:** | The Burys, Godalming, Surrey, GU7 1HR and,Millmead House, Guildford, Surrey, GU2 4BB |
| **Reporting to:** | People and OD Business Partner |
| **Responsible for:****Banding:** | N/ABand 7  |
| Our Organisational Values  |
| **Collaboration** | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| **Wellbeing** | We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| **Trusted** | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| **Value for Money** | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| **Professionalism** | We provide professional advice and excellent service, we know our local areas and understand the communities we serve.We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |
| Principal purpose of the role |
| * To provide professional People advice and support to line managers and employees across both councils. This generalist role supports employee relations, sickness management, recruitment, and organisational change while ensuring HR policies and procedures are applied consistently and fairly.
* The People Officer works as part of a business partnering model, building relationships with allocated service areas and supporting delivery of the joint People Strategy through operational excellence and responsive advice.
* This role is aligned to specific service areas and works closely with an assigned People & OD Business Partner. The postholder provides operational People advice while supporting the delivery of service-specific workforce plans and priorities in collaboration with the Business Partner.
 |
| Main duties and accountabilities |
| **Employee Relations & Casework*** Provide clear, legally sound advice to managers on informal and formal employee relations matters with a focus on resolving informally where possible using a just and learning approach
* Manage disciplinary, grievance, capability, and absence management cases independently from start to finish, keeping the People & OD Business Partner updated on progress and escalating where appropriate
* Attend investigation meetings, draft outcome letters and coach and professionally challenge managers through procedure.
* Manage complex or high-risk employee relations cases independently, supporting managers to apply procedures confidently while balancing risk, precedent and employee wellbeing. Keeping the People & OD Business Partner updated on progress and escalating where appropriate. .
* Maintain an up-to-date Case Register of all cases describing length of time and interventions actioned.

**Attendance & Wellbeing*** Monitor sickness absence,advise on return-to-work meetings, triggers and adjustments, and provide proactive advice to improve sickness and employee wellbeing.
* Support managers with referrals to Occupational Health and other wellbeing resources.
* Promote a culture of early intervention, supportive management, and psychological safety.

**Recruitment & Resourcing*** Working closely with the Attraction & Resourcing Manager and Resourcing Officer, advise managers on job design, person specifications and recruitment methods.
* Support shortlisting, panel composition and inclusive recruitment practices.
* Contribute to safer recruitment and redeployment processes.
* Ensure recruitment activity is aligned with policy and delivered to timescales.

**Workforce Change & Organisation Design*** Provide People input into restructures, team changes and role reviews with minimal supervision.
* Draft consultation letters, change documents and communications.
* Attend consultation meetings and support implementation of new structures.
* Ensure all change is supported by accurate HR documentation and data.

**Service Alignment & Collaboration*** Act as the first point of contact for all People and OD matters in designated service areas. Build trusted relationships with service managers and provide proactive advice that supports effective workforce planning, team development and performance.
* Work closely with the assigned People & OD Business Partner to support the delivery of local workforce plans.
* Attend service team meetings, support casework reviews, and contribute to service-specific projects as appropriate.
* Share insight on trends and people issues arising within the service area with the People & OD Business Partner and contribute to the development of the regular Integrated Performance Report
* Escalate complex issues or requests beyond operational scope to the relevant Partner or Specialist.

**Policy, Guidance & Compliance*** Interpret and apply HR policies and terms and conditions consistently.
* Contribute to the review and development of policy and manager guidance and ensure updates are clearly communicated and embedded in practice across the councils.
* Ensure compliance with employment law and local procedures.

**People & OD Projects & Continuous Improvement*** Contribute to People & OD projects such as employee engagement, EDI, or data improvement.
* Identify areas for process enhancement or better guidance based on case trends.
* Participate in working groups or task-and-finish projects across the team.
 |
| Dimensions of the role |
| Supports delivery of People advice and casework across services for 1000+ staff. Works in partnership with managers and contributes to change, policy and recruitment activity. Embedded within a service area and aligned to a designated Business Partner for joint delivery of the people agenda. No line management responsibility, but holds trusted, advisory relationships with teams across both councils and is expected to lead and contribute on specific projects with minimal supervision. |
| Customers and Contacts |
| Internal* Senior People & OD colleagues
* Line Managers
* Staff across both councils
* Union partners

External* Candidates
* Service suppliers – ie Occupational Health provider, EAP service provider
 |
| Additional Notes: |
| * All work performed and duties undertaken must be carried out in accordance with relevant Council and Service policies and procedures, within legislation and with regard to the needs of our customers and diverse communities we serve.
* This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.
* You will be expected to be flexible in your duties and carry out any duties commensurate with the grade and falling within the general scope of the job, as requested by your line manager.
 |
| Health and Safety / Risk Management |
| * Ensure that all aspects of the Councils’ Health and Safety Policies and Procedures are adhered to.
* Be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of corporate and service objectives.
* Adhere to the relevant Councils’ constitution.
* Champion Safeguarding policy and practice.
 |
| Service/Team Structure |
|  |

**PERSON SPECIFICATION**

**Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.**

|  |  |
| --- | --- |
|  | Person Specification |
|  | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualifications/ Education / Training / Experience | Experience in HR advisory or officer role | **A / I** |  |  |
| Strong working knowledge of HR policies and employment law  | **A / I** |  |  |
| Significant experience of managing employee relations casework  | **A / I** |  |  |
|  | CIPD qualification (or equivalent), or working towards | **C** |  |  |
| **Knowledge /** Skills | Ability to engage with, advise and influence senior managers | **A / I** |  |  |
| Ability to work on own initiative, and organise own work effectively. | **A / I** |  |  |
| Ability to achieve targets and objectives  | **A / I** |  |  |
| Strong written communication (letters and guidance) | **A / I** |  |  |
| Organised, accurate and responsive | **A / I** |  |  |
| Ability to demonstrate a high level of interpersonal skills. | **A / I** |  |  |
| Up to date knowledge of employment law and people best practice, with ability to translate into organisational policy. | **A / I** |  |  |
| Able to work at pace, while managing a complex workload and maintaining your own resilience | **A / I** |  |  |
| Demonstrate ability to motivate and empower staff, motivating and developing people to achieve high performance. | **A / I** |  |  |
| Able to work collaboratively with other service areas and build alliances and long and short-term partnerships | **A / I** |  |  |
| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST\* |  |  |  |  |

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

**How assessed:**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

|  |
| --- |
| For Official Use only |
| **Job title:** |  People Officer | **Post no:** |  |
| **Service:** |  Democracy, Law & People | **JE score:** |  |
| **Team:** |  People & OD | **Pay band:** | 7 |
| **Location:** | The BurysGodalming, Surrey GU7 1HRAndMillmead HouseGuildfordSurrey GU2 4BB | **Position type:**(if part time, working pattern) | Full time37 Hours/ Five day week |
| **Competencies:****(level 1 – 4)** | **Communication:** | **Level 2** |  |
| **Customer Service:** | **Level 2** |
| **Team Working:** | **Level 2** |
| **Managing Self and Others:** | **Level 2** |
| **Can do approach/Results:** | **Level 2** |

|  |  |  |  |
| --- | --- | --- | --- |
| Reviewed By: |  | Date: |  |
| Checked in: |  | Date: |  |
| Last Updated: | Claire Weavis | Date: | September 2025 |