

Job Description

Position Details

Position:	Lead HR Business Partner
Directorate:	Corporate Services
Service:	Organisational Development
Position no:	BG09227
Grade:	9
Hours of work:	37 per week
Work style:	Agile Worker
DBS required:	Enhanced Disclosure with Child barred list
Contact:	OD Service Manager - Workforce
Date:	October 2025

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

To manage the delivery of an effective customer focused HR service aligned to service delivery needs, corporate and directorate objectives.

Leading and working as part of an effective team you will work collaboratively with senior leaders and front-line managers across the organisation to support successful achievement of business objectives, coaching and enabling managers to effectively undertake their people management responsibilities.

Reporting to: Organisational Development Service Manager – Workforce.

Responsible for: Senior Business Partner and Business Partners.

Principal Accountabilities

1. To contribute to and support the delivery of the Workforce Strategy by working with managers to improve service delivery through effective people management and organisational development initiatives.
2. To manage and co-ordinate professional advice and support in relation to recruitment and selection, the management of disciplinaries, appeals, grievances, sickness absence case work and a range of employment and employee relations matters ensuring legislation, policy and best practice are followed and where necessary with reference to adult / child protection protocols.
3. To support the development and maintenance of a performance management culture within services including capability related casework and advising and guiding managers through the relevant policies.

4. Enabling and supporting cultural and transformational change projects within services and actively work with managers to ensure effective workforce planning to anticipate and respond to future requirements ensuring a workforce that is equipped to deliver excellent services.
5. To lead on the provision of HR advice and support in respect of organisational and service redesign including the HR implications of alternative service delivery models and the operation of the job evaluation scheme.
6. To coach, support, mentor and challenge managers in the application of HR policies and practices and on a wide range of employment related issues, promoting best practice and encouraging greater ownership. This will include providing advice and guidance on complex HR issues in order to minimise risk and financial exposure for services.
7. Provision of an advisory and interpretation service on a wide range of employment related matters, including the application of relevant terms and conditions of employment and also changes resulting from legislation, national and local agreements.
8. To contribute to, and support the review, development and implementation of effective HR policies and procedures in line with key priorities, in consultation with key stakeholders.
9. To lead and contribute to key strategic authority wide and service specific projects in line with key priorities and to support the delivery of the Workforce Strategy.
10. To design, deliver and commission training / bespoke briefing sessions for managers and employees on a range of people management policies and initiatives as required.
11. To ensure that all relevant legislative requirements are embedded in the development of project and policy work and in the advice provided.
12. To maintain positive employee relations and support formal consultations and negotiations with employees, their representatives and trade unions, in accordance with the authority's agreed protocols.
13. To liaise with relevant external agencies and officers of the authority in undertaking the duties of the post and to represent the Head of Organisational Development at Council meetings, corporate and departmental working groups, internal and external meetings as and when required.
14. To deal with any enquiries from employees, members of the public, and Trade Unions.
15. To work closely with the transactional / payroll team to deliver a seamless service ensuring work is completed accurately and efficiently.
16. To continually review and develop the service taking account of Council priorities, best practice and statutory obligations, ensuring that a performance culture exists within the service.
17. Undertake regular reviews of staff performance ensuring a continually developing level of competence through ongoing training and self-development opportunities and to ensure a structured approach to team meetings.
18. Keep up to date with best practice in HR & OD, developments in employment legislation and in Local Government/related sectors and plan and deliver appropriate responses.
19. Ensure confidentiality and compliance with all relevant codes of practice including data protection, access to information including medical records.

20. Work flexibly across the service to ensure effective delivery of the agreed work programme and meet changing service requirements and to cover in the absence of colleagues and undertake any other duties as directed by the Head of Organisational Development.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Level 7 CIPD qualification or equivalent and demonstrate continuous professional development.	E	A, I
Experience		
Proven track record and experience working in Human Resources with demonstrable experience of partnering senior stakeholders in a multidisciplinary organisation.	E	A, I, PP
Experience dealing with complex employee relations matters to include, recruitment and selection, attendance management, dispute resolution including discipline/ grievance and termination procedures.	E	A, I, PP
Experience of supporting and managing the delivery of strategic cross – cutting projects.	E	A, I, PP
Track record of leading on, or providing the HR & OD support and expertise to deliver, organisational change projects /programmes.	E	A, I, PP
Experience of working with senior management and trade union representatives providing strategic advice and guidance to support the delivery of business objectives.	E	A, I, PP
Experience of report writing, project management, policy development and implementation.	E	A, I, PP
Proven experience of managing staff.	D	A, I
Proven experience of working in HR within a Local Government environment.	D	A, I
Knowledge / Skills		
Sound knowledge of employment legislation and its application	E	I, PP
Computer literate with substantial experience of Microsoft Office and/or HR software.	E	A, I, PP
High level of analytical and problem-solving skills	E	I, PP
Knowledge and understanding of job evaluation frameworks and processes	D	I, PP
Development, organisation, preparation and delivery of HR training	D	I, PP
Personal Attributes		
Methodical approach to work, prioritising tasks effectively, and consistently meeting deadlines.	E	I, PP
Ability to influence and mediate in difficult situations	E	I, PP
Excellent interpersonal skills and the ability to work well as part of a team and forge productive collaborative working relationships.	E	I, PP
Ability to use own initiative to resolve issues and make timely and appropriate decisions within the scope of the role	E	I, PP
Special Working Conditions / Requirements		
The need to be flexible in working hours, to meet the needs of the Service	E	A
Full driving licence and access to a vehicle for working purposes.	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Leading People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Sets the standard of leadership for the service	PP
Provides clear direction and goals for the service	I, PP
Takes direct responsibility and is accountable for actions	PP
Ensures the principles of equality and diversity are embedded in the service	I, PP
Recognises and celebrates others' contributions & achievements	I, PP
Challenges inappropriate behaviour	I, PP

Competencies – Communicating the Vision	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Translates the vision into operational objectives	I, PP
Develops long term objectives and strategies for own service area to achieve the vision	PP
Proactively promotes the vision to others	I, PP
Ensures others understand how their role contributes to achieving the vision	PP

Competencies – Facilitating High Performance and Results	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	I, PP
Sets ambitious performance targets and priorities for self and others	PP
Gives regular, constructive feedback on team/individual performance	I, PP
Motivates others to achieve and improve performance	I, PP
Recognises and celebrates success	PP
Challenges poor performance appropriately	PP
Seeks learning opportunities from results	PP

Competencies – Maximising Potential	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	I, PP
Encourages others to think for themselves	I, PP
Promotes risk-taking and supports appropriately	PP
Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services	I, PP
Promotes development in self and others	I, PP
Supports and trains others in own areas of expertise	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Promotes a culture of open communication	PP
Communicates effectively, using a variety of styles, with a broad range of people	I, PP
Creates and develops networking opportunities to influence	I, PP
Actively listens and respects others' points of view	PP
Checks own and others' understanding	I, PP

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Considers implications of proposed decisions	PP
Ensures decisions link to continually improving performance	I, PP
Understands problem solving is part of the improvement process	PP
Has the confidence to make ambitious, difficult, or unpopular decisions	I, PP
Is able to justify and explain decisions	PP

Competencies – Working together	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the "big picture"	I, PP
Promotes and contributes to multi-agency partnerships to continually improve services for the citizen	PP
Networks effectively internally and externally	I, PP
Identifies the expertise of others	PP
Proactively shares knowledge and information	PP
Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service	I, PP

Competencies – Promoting a Citizen Centred Culture	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of contributions from the community to setting and achieving continually improving services	PP
Promotes and develops a continually improving citizen-focused culture within the service	I, PP
Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.	PP
Engages with the community appropriately and respectfully	PP
Is an ambassador for the organisation and the community it serves	PP

Competencies – Working with Councillors	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Establishes and continually improves positive and appropriate interaction with all Councillors	I, PP
Provides timely, constructive, high quality professional advice to assist the political decision making process	PP
Abides positively with the protocols relevant to the political relationship	PP
Is confident to refer enquiries to others when appropriate	I, PP

Competencies – Pushing the Boundaries	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Regularly and constructively challenges the status quo	I, PP
Proactively thinks how potential change will affect the citizen	PP
Taps into the innovative and creative potential of others	PP
Considers different methods/approaches	I, PP
Encourages others to suggest new ideas	PP
Supports and develops others' ideas	PP
Looks creatively inside and outside the organisation for new ideas and actively shares good practice	I, PP

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