Job Description and Person Specification

POST IDENTIFICATION

Post Title:	HR Officer
Job Evaluation ID:	2411CE
Grade:	8
Directorate:	Corporate and Regeneration
Division:	People Services
Section:	Human Resources
Location:	Penallta House
Responsible to:	Principal HR Officer

JOB PURPOSE

The purpose of the role is to contribute to the effective delivery of the HR service across the Council by providing timely advice, guidance and support to Managers, Headteachers and employees on a range of people management issues. This includes discipline, grievance, managing attendance, terms and conditions of employment, the development of HR policies and procedures, advising on appropriate recruitment and selection techniques, restructures, the provision of management information and the development and delivery of HR related training.

The role is customer facing and HR Officers will be working with Managers at various levels across the Council including Directors, Heads of Service, Headteachers, employees, Elected Members, Members of Governing Bodies and trade unions.

KEY RESULT AREAS

Assist and support the HR service in the proactive development and delivery of a quality HR service.

Provide Managers/Head teachers/Governing Bodies with advice on HR issues, including discipline, grievance, managing attendance, employee relations, redundancies, restructurings, job evaluation process, training, workforce planning and policies and procedures.

Provide day to day advice, guidance and professional support to Managers, Headteachers, Governing Bodies and employees in relation to terms and conditions of service, the implementation of HR policies, procedures and processes and related issues.

Provide management information for both internal customers and external agencies.

Undertake and, where appropriate, lead on project work commensurate with the level of the post including assisting in the development and implementation of HR policies and procedures as well as practices and procedures to improve the efficiency and delivery of the service.

Line manage HR Assistants, overseeing workloads and providing advice and guidance.

DETAILED TASK PROFILE

Provision of advice and support to Managers/Headteachers/Governing Bodies in proactively managing employee relations issues, some of which may be contentious and/or complex, having regard to Council policies and relevant employment legislation at all times.

Deal sensitively with challenging situations to assist Managers/Headteachers/Governing bodies in achieving a relevant and appropriate outcome.

Provide advice and support to Managers/Headteachers/Governing Bodies undertaking investigations and formal meetings in line with any of the Council's employment related policies and procedures.

Advise Managers/Headteachers on HR related safeguarding issues as and when required.

Attend professional strategy meetings as and when required, to provide HR advice in line with the Council's employment related policies and procedures.

Ensure appropriate paperwork and documentation is retained, saved and cleansed on relevant filing system e.g. Idox.

Liaise with trade union representatives in relation to a wide range of HR and employment related issues.

Attendance at formal and informal meetings as and when required including Governing Body meetings which may take place outside of office hours.

Develop and communicate, as appropriate, guidance notes on key issues relevant to service delivery.

Develop, deliver and evaluate HR related training programmes as and when required.

Review, monitor and maintain information relating to authorised structures.

Support the HR function in maintaining I Trent (or its successor) as a central data source and resource.

Assist with issues concerning harmonisation, equal pay and job evaluation exercises including evaluations, job descriptions, and the production of related documentation.

Advise and support Managers/Headteachers/Governing Bodies regarding restructures and reorganisations.

Line manage HR Assistants to include, overseeing workloads, providing coaching and mentoring, undertaking 1-1discussions, Performance Development Reviews (PDRs), and the provision of advice and guidance.

Participate in Corporate and strategic HR projects in order to further develop the service whilst ensuring compliance with best practice.

Undertake and where appropriate lead on project work commensurate with the level of the post including assisting in the development and implementation of HR policies and procedures as well as practices and procedures to improve the efficiency and delivery of the service.

Collate and coordinate information including consulting with any third parties and drafting any appropriate committee reports.

Cover meetings for more senior officers as and when required.

Ensure knowledge of developments in HR management are kept up to date.

KEY WORKING RELATIONSHIPS

Contact with Council Elected Members, Members of Governing Bodies Headteachers and a full range of Local Authority Officers, trade union representatives and relevant outside organisations.

Relevant third party suppliers including employment agencies, training suppliers and salary sacrifice scheme providers.

Represent the Council on internal and external groups as and when required.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.

3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

HR Assistants, (numbers will vary but typically there will be no more than 5).

Undertake a team leader role which would include overseeing workloads, providing coaching and mentoring, undertaking 1-1discussions, Performance Development Reviews (PDRs), and the provision of advice and guidance.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Sole responsibility for latop.

Data Systems

Shared accountability for the use, management and safekeeping of data systems containing sensitive HR and Performance Management information.

WORKING ENVIRONMENT

Flexible post in accordance with the Council's Agile Working Policy. Working on an agile basis between the office and home. The team attend the Council offices when asked to do so for meetings, specific tasks, supervision and appraisals.

Required to visit other Council sites and undertake welfare visits to employees homes.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATION	Relevant Level 3 qualification on the Credit and Qualifications Framework for Wales.	Level 3 Certificate in Human Resource Practice or equivalent. Level 5 Certificate in Human Resource Management or equivalent. Associate Membership of the CIPD.
KNOWLEDGE	Current working knowledge of HR policies, practices and procedures. Current working knowledge of employment law.	Knowledge of iTrent HR Information systems.
SKILLS	Able to work on own initiative and as part of a team. Good team leader / team player. Able to work under pressure and meet tight timescales. Able to communicate effectively at all levels both written and verbal. Good negotiation/ interpersonal skills. Demonstrate a professional and flexible approach towards work. IT skills (Microsoft Office, Word, Excel, Outlook etc). Ability to make timely decisions within the scope of the role. Ability to resolve operational problems and issues independently without reference to senior officers.	Welsh language skills. Demonstrate good presentation skills. Experience of advising operational and senior managers.
EXPERIENCE	Experience of working in an HR Service.	Experience of working within a local authority environment. Supervisory experience.

	ESSENTIAL	DESIRABLE
OTHER		Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business / work purposes to travel throughout the borough to attend meetings.

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	22/10/2025