

HR SERVICE MANAGER			
Reference No.	A3992	Type	Individual
Service	Human Resources		
Job Family	Service Manager	Grade	FC12

Purpose
<p>To lead and manage functions of the corporate HR Service ensuring the development and delivery of consistent, high quality and customer focussed services and processes that promote and implement the council's aims and values and Workforce Strategic Plan.</p> <p>Lead strategic support to Directorates and associated employers and as senior lead professional and subject matter expert. Take corporate responsibility for centres of HR expertise across the council which will support and influence decision making at every level.</p> <p>As part of the senior management team, provide collective leadership and management of the HR Service, supporting cross-team working, development and well-being.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading designated HR functions working both strategically and tactically identifying priorities, developing and implementing employer strategies, policies and practices.	<p>Extensive proven experience of managing customer relationships at a senior level and developing/delivering strategic HR Services in a large organisation</p> <p>Degree or equivalent and post graduate qualification with supporting professional qualification</p>	<p>✓</p> <p>✓</p>	

Role Profile

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	Membership of a professional institute at an advanced level e.g. FCIPD	✓	
<p>Leading, shaping and innovating the design of functions that will support the Council facilitate good working HR practices across functional areas and maintain constructive employee relations.</p> <p>Leading HR expert services, developing focused strategies and corporate processes across areas that include</p> <ul style="list-style-type: none"> • Pay Strategy and Rewards Package • Employee Relations • Risk management and Health and Safety • Workforce Change and Workforce Planning • Staff management • HR Business Partnering and case management • Employee Wellbeing • Organisational development • Learning and cultural analysis and development • Policies and Equalities agenda • Resourcing and Recruitment • Corporate HR Systems 	<p>Consultancy and facilitation skills</p> <p>Ability to provide an efficient and effective service</p> <p>Specialist skills, knowledge and experience relevant to the specific requirement</p> <p>Ability to work collaboratively across all parts of the business in a shared agenda for action and change, being principles-led, evidence based and outcomes driven.</p>	✓ ✓ ✓ ✓	
<p>Delivering performance outcomes that meet Service, directorate and relevant national targets.</p>	<p>High level of political acumen and requirements for public sector accountability</p> <p>Customer service skills aligned with strong organisational and business awareness</p>	✓ ✓	

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<p>Accountable for specific professional area (Strategies & Systems, Policy & Reward, Workforce Strategy and Organisational Development, Health, Safety & Wellbeing)</p> <p>Providing consistent, high quality and customer focussed services to the council, its customers, employees and its partners.</p>	<p>Ability to develop strategies to deliver changes in HR service delivery and drive positive change through people managers and leaders at all levels.</p>	<p>✓</p>	
<p>Building strong relationships with Trade Unions, external colleagues and directorates ensuring work is integrated with and supports other related work in the council and beyond. Developing opportunities to work more effectively with partners through collaboration and integration.</p> <p>Participate and represent the Council on national forums (e.g. SJC, SPDS, CIPD, Scottish Group forums and networks)</p> <p>Represent the Council as necessary in formal areas (e.g. Employment Tribunal, Court hearings, HSE inquiries), preparing and presenting factual evidence as required</p>	<p>Influencing skills</p> <p>Excellent communication and interpersonal skills to instil the trust and confidence of senior leaders and stakeholders</p> <p>Experience of collaborative working, developing and maintaining effective relationships, resulting in credibility at senior level and with stakeholders</p> <p>Strategic thinking with experience of developing strategies and/or translating these into deliverable plans</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Leading a co-ordinated, business-focussed approach to Service provision while delivering and maximising the efficient use of available resources.</p>	<p>Experience of initiating and promoting continuous improvement</p> <p>Ability to lead on a range of concurrent, complex issues and conflicting priorities</p> <p>Manage and supporting more diverse teams</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

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<p>Identifying the range of employment risks (Employment Law, Health & Safety, Employee Relations and so on).</p> <p>Develop and ensure implementation of appropriate corporate strategies which are designed to mitigate risks for the Council</p> <p>Provide strategic overview and leadership upon the HR aspects of complex change projects and initiatives within Directorates. Contributing to, and where appropriate, leading cross service projects, ensuring delivery of corporate priorities as outlined in budget savings and service plans. Acting as point of HR expertise on multi-functional working groups and projects both internal and external to the council.</p>	<p>High level of political awareness and requirements for public accountability in a public sector context</p> <p>Project management skills</p> <p>Capable of a solutions- based approach dealing with unexpected events and unique challenges and influencers across the organisation</p>	<p>✓</p> <p>✓</p>	
<p>Providing professional leadership and guidance to teams within managed functional areas through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge sharing within and across teams.</p> <p>Manage implementation of discipline, performance and attendance standards across functional areas.</p> <p>Managing risks including financial and reputational.</p>	<p>Experience of managing significant numbers of professional staff across diverse professional backgrounds</p> <p>Leadership skills – setting direction, conveying a future vision, interpreting, shaping, developing, aligning and inspiring people to achieve results</p> <p>Experience of supporting staff development</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

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Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance with financial regulations and policies. Contributing to the management of the Service budget and developing and delivering associated savings.	Budget management experience Ability to analyse problems and determine creative and practical solutions (Take ownership) IT skills (Embrace technology and information)	✓ ✓ ✓	
Take a Lead role on developing strategic plans around organisational change which impact on the development of Services and Directorates. Lead on Corporate and Directorate initiatives as required.	Experience of driving change in designated area Strategic and innovative		✓ ✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none">• Skills Framework (if applicable)• How we work matters	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>