

## JOB OUTLINE

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| <b>Job title:</b>  | <b>Senior HR Adviser</b>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Job ref:</b>    | <b>HFL1555</b>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Hours:</b>      | <p>We have some flexibility in hours, typically all roles will work a minimum of between 30 – 37 hours per week, and either 52 weeks or Term Time Only + 2 weeks (40 weeks per year)</p> <p>A term time / non term time pattern may be considered for the right candidate.</p> <p>All roles will require some flexibility in working hours with occasional work outside of the core 8:30am – 5:00pm cycle as per customer and business needs.</p> |
| <b>Salary:</b>     | From £35,000 p.a (FTE)depending on experience                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Contract:</b>   | Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Reports to:</b> | Service Development Lead/ HR Manager                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Team:</b>       | HR & Recruitment Services Team                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Location:</b>   | Hybrid working consisting of remote working, flexibility required to work across educational settings in Hertfordshire and neighbouring counties as required. Working a minimum of 1 day per week from our Head office in Stevenage, Hertfordshire and as required to meet business needs.                                                                                                                                                        |

## OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances. We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

## JOB CONTEXT

HFL's HR & Recruitment Services work to support customers in delivering an excellent education for children by providing advice and support on solutions tailored to meet the needs of their setting. We are a friendly, diverse team consisting of two main service areas of HR and Recruitment.

Our HR Services team provides a range of services to schools, settings, and trusts to support delivery of operational needs and strategic objectives and customers repeatedly buy back into our service year after year because of the depth of expertise and the high quality of the service we provide.

We support our customers with a HR helpdesk, HR advisory service, strategic business and HR solutions.

partnering, mediation, investigation services, staff wellbeing, TUPE, bespoke HR and recruitment consultancy services and training.

## PURPOSE OF THE JOB

The role holder will work as part of a team of HR practitioners. They will pick up projects and have defined areas of responsibility within the team, whilst working with school and trust customers to deliver a full Generalist HR Service.

As an ER, Casework and Consultancy specialist, you will be responsible for providing professional HR advice across a range of educational settings to support school settings and educational leaders. As a senior practitioner you will be managing a range of complex cases with customers with a focus on HR solutions and best practices.

The role holder will also deliver of a range of traded consultancy services with our new and existing customers. This includes, but is not limited to, investigation service, restructure design and delivery, ad-hoc training, TUPE, organisational change programmes, diagnostic support and solution work and audit services.

## MAIN AREAS OF RESPONSIBILITY

- Effectively support employee relations cases through to resolution, ensuring that issues are dealt with in a timely manner and with a pragmatic approach.
- Manage complex cases.
- Guide school and trust leaders with pragmatic and solution focussed advice to support their objectives.
- Provide expert advice in all areas of HR policy and practice, keeping your employment law knowledge current.

- Effectively manage the employee relations case workload, ensuring that issues are dealt with in a timely manner and with a pragmatic approach and solution.
- Deliver a traded investigation service, acting as an expert investigator to conduct an objective investigation in accordance with customer's policies and procedures and, where appropriate, acting as expert witness at any hearings.
- Support customers with organisation change projects, including restructure, redeployment, redundancy and TUPE processes, via both our retained advisory service and/or on a consultancy basis.
- Work with the Policy and Portal team to ensure we have an appropriate suite of resources for customers support customers of all skill levels through the management of ER matters and HR Casework.
- Share knowledge with the team to help coach, support and develop each other. Lead on any internal skills development and training needed or evolve.
- Keep abreast of sector trends, national policy changes, HR and employment law developments and communicate these to inform practice and services within the team.

Senior Advisors will also lead on projects and other areas of responsibility which may include:

- Working with the team to create, develop and deliver training and learning content.
- Supporting development of the HR portal through creation and curation of resources, guidance, templates, and multi-media content.
- Creating blogs, thought leadership pieces and social media content to enhance team visibility and customer engagement, whilst promoting HRS services.
- Identifying sales opportunities for contract and consultancy services through customer interactions and relationship management.
- Developing strategies with SMT to establish thought leadership in education and HR sectors, executing resulting actions.
- Collaborating with SMT and Marketing to design campaigns for projects and services.
- Leading on the development, feedback pieces and commentary.
- Leading on the development, delivery, creation and publication of customer testimonials and case studies and reach of our external voice through blogs.
- Working with the SMT to manage relationships with external partner organisations and cross-promote activity.
- Working with the team on the delivery and ongoing management of a School and Trust HR Practitioners network.

- Working with the Service Development Lead create and manage a HR & Recruitment newsletter for customers, collaborating with the HR & Recruitment Services team to identify and develop content.

This describes the post as it is at present, and the post holder is expected to accept any reasonable alterations that may from time to time become necessary.

## PERSON SPECIFICATION

### Qualifications:

#### Essential

1. Educated to degree level or has equivalent HR experience.
2. Holds a CIPD Qualification at level 5 or above, is in the process of gaining accreditation, or has equivalent experience.

#### Desirable

3. Holds a CIPD Qualification at level 7 or above, is in the process of gaining accreditation, or has equivalent HR experience.

### Knowledge

#### Essential

- Knowledge of customer engagement practice and principles.
- Strong knowledge of UK employment law and relevant case law and ability to translate this whilst managing ER cases.

#### Desirable

- Knowledge of the education sector employment law.
- Understanding of operations and structures for schools and trusts Insight into the evolving needs of schools, settings, and trusts.
- Knowledge of the drivers of academies and trusts, or ability to come up to speed quickly in these areas, would also be an advantage.

### Experience:

#### Essential

- Proven experience of complex HR casework and working across a broad range of HR disciplines including employee relations, disciplinary, grievance, performance, absence, change management.
- Supporting employee relations case work and end to end cycle to mitigate any risks or ET claims.
- 4. Providing professional advice to stakeholders across the employee lifecycle
- Reviewing and evaluating the effectiveness of internal programmes, products and services.
- Developing new HR services to meet business needs.

5. Analysing complex information and situations and giving pragmatic and tailored HR Advice to support customer needs. Knows when to seek further advice and support.
  - Project Management skills.
6. Influencing and negotiating with multiple stakeholders to ensure accurate and timely delivery.
7. Demonstrating though leadership.

#### Desirable

8. Experience in conducting research to influence decision making.
9. Creating content to promote available services.
  - Developing customer feedback initiatives and mechanisms.
10. Creating opportunities to influence strategic goals or 'promote and sell' products and services.
11. Using Management Information meaningfully to quality assure, identify trends, and make decisions.
  - Designing and creating meaningful customer surveys.
  - Creating and delivering customer engagement activities.
12. Worked on product innovation initiatives.
  - Has participated in developing and implementing approaches to enhance the skills of people across an organisation.
  - Blog writing.
13. Use of social media to promote professional content, practice or events.
14. Building and maintaining peer networks.

#### Skills and abilities:

##### Essential

- Able to find, interpret, evaluate, and communicate information through various digital platforms.
- Strong organisational skills and able to multi-task, manage and prioritise workload multi projects and service delivery.
- Exceptional accuracy and attention to detail.
- Excellent communication, strong literacy and interpersonal skills.
- Ability to work as a subject lead within team and collaborate with wider teams within HFL
- Able to work autonomously, without constant direct supervision but also able to recognise when to ask for guidance from colleagues.
- Ability to responding swiftly to changing circumstances and priorities.

- Strong IT skills, proof reading and editing skills, being creative and dynamic.
- Strong networking skills, building and maintaining stakeholder relationships.
- Willingness to take personal responsibility and as well as a commitment to working as a member of a larger team.
- Ability to think, react and act pragmatically.
- Future focused, inquisitive, and open-minded to continuous improvements.
- Able to analyse information, solve problems and make decisions, whilst knowing when to seek further advice and support.
- Proven forward-planning skills
- Able to demonstrate a commercial mindset in alongside a commitment to HFL's ethos and moral purpose and mission.
- A growth mindset, always seeking to evolve on how we improve our service delivery.
- Able to work at home, at HfL offices in Stevenage and to travel within Hertfordshire to attend customer sites as required. The role may also require occasional travel outside of Hertfordshire.
- Flexibility to occasionally work evenings or weekends where required, with notice provided.

#### Desirable

- Able to think outside the box to identify new opportunities and improvements
- Skilled user of design and editing tools and software.

### EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HFL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

### **DISCLOSURE AND BARRING SERVICE**

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

### **INTELLECTUAL PROPERTY RIGHTS**

It is a contractual requirement of all employees of HFL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.