



MALDON
DISTRICT COUNCIL

HR Delivery Partner (SR2408)

Job Title	HR Delivery Partner
Service Area	Resources
Grade	G (SCP G25 – G28)
Job Reference	SR2408

Reporting to	Responsible for
HR Lead Specialist	Not applicable

Team Purpose
To support internal customers and to enable them to deliver through efficient and effective support.

Role Purpose
To provide HR support to internal customers working alongside HR Specialists.
To provide administrative and coordination support to the HR Lead during the planning and implementation of change. To support in change management and employee relations processes.
To support an organisational review of Job Descriptions to update and refine working with key stakeholders.

Key Accountabilities
Deliver customer-focused HR specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services.
Effective case management including handling related cases for a single customer, assessing risk, and working on more complex cases in conjunction with Specialists (progression & higher level). Ensure outcomes meet legislative and professional standards.
Ensure personal and professional development is maintained to the required standards.



Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g., with Members, colleagues and other stakeholders.

Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles.

Prepare and present reports.

To write clear and effective job descriptions and communicate with managers to understand role requirements and expectations.

Analyse workforce data to support decision-making.

Schedule and coordinate meetings, interviews, and HR briefings related to the change process. Prepare and distribute meeting agendas, letters, and documentation to employees. Maintain accurate and confidential records of all change-related activities.

Act as a point of contact for general employee queries, escalating complex issues to the HR Lead.

Support the preparation of internal communications and FAQs for staff.

Liaise with line managers to ensure timely delivery of change documentation.

Update HR systems and spreadsheets with change-related data (e.g., employee status, meeting outcomes).

Assist in tracking redeployment opportunities and outcomes.

Generate basic reports and summaries for the HR Lead as needed.

Attend HR meetings to take notes and record actions.

Follow up on agreed actions and ensure timely completion.

Support wider HR team activities as required, including onboarding, offboarding, and employee support services.

Ensure all activities are carried out in line with data protection and confidentiality requirements.

Collaborate closely with other HR colleagues to ensure alignment and mutual understanding of respective areas of work, proactively identifying and resolving any potential overlaps or conflicts.



Ways of Working	
Collaborative working	<p>Develop and maintain relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.</p>
Customer Service	<p>Excellent understanding of the support services provided across the council and a good knowledge of the terminology and acronyms used by the services.</p> <p>Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with more experienced colleagues.</p>
Supporting corporate projects	Provide input to service specific projects.
Performance	Working towards achieving the KPIs set by the Lead Specialist.
Budget management	None.

Qualifications
CIPD level 5 or equivalent professional qualification or demonstrable experience in subject area.

Knowledge, Skills, Ability and Experience
<p>Knowledge</p> <p>Knowledge of employment legislation basics, including GDPR and employee rights during change initiatives.</p> <p>Understanding of HR principles and practices, particularly in relation to employee relations, confidentiality, and data protection.</p> <p>Strong understanding of HR processes, systems, and employee lifecycle.</p>



Experience

Proven experience in an HR role with responsibility for delivering change or transformation programmes.

Experience and knowledge in HR, in addition to knowledge of legislation and developments in specialist area.

Previous experience in an administrative or HR support role, ideally within a busy HR team or office environment.

Experience handling confidential information with discretion and professionalism.

Demonstrated ability to manage multiple tasks and meet deadlines in a fast-paced setting.

Experience supporting meetings, including scheduling, preparing materials, and taking notes or minutes.

Exposure to HR processes such as onboarding, offboarding, or employee communications (desirable).

Experience using HR systems or databases (e.g., Select HR) is an advantage but not essential.

Skills and ability

Excellent attention to detail, ensuring accuracy in documentation and data entry.

Excellent communication and influencing skills, with the ability to engage stakeholders at all levels.

Discretion and confidentiality when handling sensitive employee information.

Team player with a proactive and flexible approach to supporting colleagues and adapting to changing priorities.

Strong analytical skills and ability to interpret data to inform decisions.

Comfortable with change, able to adjust to shifting priorities and new ways of working.

Capable of collating, analysing, and presenting data to support decision-making.

Special Requirements

Emergency Planning

This post will be on occasions required to take part in the council's emergency planning training, and may be



Special Requirements	
	called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours. A separate payment for election duties will be made as determined by the regional Elections Committee.
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role does not require a DBS.

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.



Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
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