



MALDON
DISTRICT COUNCIL

**HR Business Advisor
(Part 1 – Job Description)
(2626SI)**



Job Title	HR Business Advisor
Service Area	Strategy and Improvement
Grade	E
Job Reference	2626SI

Reporting to	Responsible for
HR Business Partner Manager	None

Team Purpose
<ul style="list-style-type: none"> • Provide strategic leadership and direction for HR Business Partnering as a core enabler of the Council's workforce and organisational objectives. • Support the senior leadership team and wider organisation to deliver the Corporate Plan by translating strategic priorities into effective people strategies and solutions. • Act as a trusted, expert HR partner to senior leaders and elected members, enabling effective decision making, risk management and organisational performance. • Champion a consistent, high-quality HR Business Partnering approach that balances organisational needs, employee wellbeing and good employment practice. • Promote a culture of professionalism, accountability, inclusion and continuous improvement across the workforce. • Ensure the Council meets its statutory, regulatory and ethical responsibilities in relation to employment, workforce governance and people management. • Work collaboratively across service boundaries to strengthen organisational resilience, capability and leadership capacity. • Take collective responsibility for delivering high-quality services to residents, businesses and communities through an engaged and effective workforce.

Role Purpose
<ul style="list-style-type: none"> • To provide professional, timely and accurate HR case management support to managers and employees, ensuring consistent application of HR policies, procedures and employment legislation. • To ensure compliance with statutory requirements, council policies and good HR practice in the handling of HR cases and enquiries. • To enable the effective delivery of HR services by resolving a wide range of employee relations and people-related cases, escalating more complex matters where appropriate.



- To support and develop effective HR processes, guidance and systems that enable self-service and improve the customer experience.
- To ensure that HR enquiries and cases are managed efficiently, accurately and to agreed standards and timescales.
- To contribute positively to the HR service, acting professionally and collaboratively and demonstrating integrity, resilience and a strong customer-focused approach.

Key Accountabilities

- Provide consistent, accurate and timely HR casework support across a defined range of employee relations and people management matters, acting as a first point of contact for managers and employees.
- Manage and progress HR cases through to resolution in line with council policies, procedures and employment legislation, escalating more complex issues as appropriate.
- Apply professional judgement to assess risk, identify appropriate actions and ensure cases are handled fairly, confidentially and consistently.
- Maintain accurate and up-to-date records on HR systems, ensuring data quality, confidentiality and compliance with data protection requirements.
- Support managers by providing clear guidance, advice and practical solutions that enable effective people management and positive employee outcomes.
- Contribute to the continuous improvement of HR processes, guidance and self-service materials by identifying trends, issues and opportunities for improvement.
- Work collaboratively with HR colleagues and wider services to support the delivery of an effective, responsive and customer-focused HR service.

Ways of Working

Collaborative working	<p>Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.</p> <p>Develop and maintain relationships with both internal and external customers, interacting through multiple channels.</p>
Customer Service	<p>Playing a leading role in championing the customer and a customer focussed approach to service delivery.</p>
Supporting corporate projects	<p>Provide input to service specific projects.</p>



Ways of Working	
	Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.
Performance	<p>Ensuring a focus on team performance.</p> <p>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.</p>
Budget management	Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.



(Part 2 – Person Specification)

Qualifications

- Educated to NVQ Level 3 / A Level standard or equivalent qualification, or demonstrable equivalent work experience.
- Relevant qualification in Human Resources, Business Administration or a related discipline, or working towards a professional HR qualification (desirable).
- Evidence of ongoing learning and development relevant to HR practice and case management.
- Willingness to undertake further training and professional development to support the requirements of the role.

Knowledge, Experience, Skills and Ability

Knowledge

- Good understanding of Human Resources policies, procedures and practices within a case management environment.
- Working knowledge of employment legislation and regulations relevant to HR casework, with the ability to apply these in day-to-day activities.
- Understanding of confidentiality, data protection requirements and information governance in handling sensitive employee information.
- Knowledge of customer-focused service delivery and the principles of providing timely, accurate and professional advice.
- Understanding of case management processes, workflows and escalation routes within a specialist HR service.
- Awareness of the governance arrangements of a local authority and the role of HR in supporting organisational compliance and good practice.
- Knowledge of continuous improvement principles and the importance of consistent, high-quality service delivery.

Experience

- Significant experience working in a customer-focused HR, people services or similar support role, managing a range of cases within defined procedures.
- Experience of handling HR casework with increasing complexity, applying policies, procedures and employment legislation appropriately.
- Experience of working within a case management or workflow-based environment, managing competing priorities and meeting service standards.
- Experience of providing clear, accurate and timely advice to internal customers, knowing when to escalate cases for specialist or managerial input.



Knowledge, Experience, Skills and Ability

- Experience of maintaining accurate records and using HR or case management systems in line with data protection and confidentiality requirements.
- Experience of working collaboratively with colleagues across HR and wider services to resolve cases effectively.
- Experience of identifying recurring issues or trends in casework and contributing to service improvements or guidance materials.

Skills and Ability

- Strong case management skills, with the ability to manage multiple HR cases simultaneously while maintaining accuracy and attention to detail.
- Ability to interpret and apply HR policies, procedures and guidance consistently, recognising when issues require escalation.
- Good organisational and time management skills, enabling effective prioritisation of work and delivery within agreed timescales.
- Developed written and verbal communication skills, with the ability to explain information clearly and professionally to a range of internal customers.
- Ability to handle sensitive and confidential information with discretion, professionalism and sound judgement.
- Confident in using HR systems, case management tools and Microsoft applications including Outlook, Word and Excel.
- Ability to work collaboratively within a team environment, sharing knowledge and supporting colleagues to deliver a consistent service.
- Problem-solving skills, with the ability to identify practical solutions within policy and procedural frameworks.
- Resilient and adaptable, able to respond positively to changing priorities, customer demands and workload pressures.

Special Requirements

Emergency Planning	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
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.
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]:	
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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