



JOB DESCRIPTION

HR Business Partner

HOURS:	37 hours per week
GRADE:	Family Action Grade 4 (lower)
DEPARTMENT:	Human Resources (HR)
REPORTS TO:	Head of HR
DIRECT REPORTS:	1-3 direct reports to be confirmed (but could include HR Advisor(s) and Administrator(s))
LOCATION:	<p>Ideally based in Buckinghamshire, Bedfordshire, Cambridgeshire, Essex, Hertfordshire or Greater London (north) with the ability to travel within this region when required. It is expected that for the period 3-9 months after the role begins, travel to an office base in this region will be required 2-3 times per week. Before and after this period, we are open to this role being home-based or hybrid working.</p> <p>The job holder will be expected to work flexibly to meet the needs of Family Action. There will be occasional travel across the country with the possibility of some overnight stays.</p>
FUNCTION:	Under the guidance of the Head of HR, and in line with Family Action values, you will support the work of the HR team by providing a high-quality and solution-focused partnering service to managers across the organisation.

PRINCIPLE ACCOUNTABILITIES:

Business Partnering

1. To partner with designated Operational Managers across the organisation, establishing strong relationships and representing the HR team in a positive light.
2. To provide effective coaching and support to your assigned managers, ensuring that they demonstrate a consistent and fair approach to people management, and proactively identify and deal with any issues at both a team and individual level.
3. To act as the point of escalation for any complex HR issues in your designated regions.
4. To work with local managers and the Recruitment Manager to create and implement plans to address local resourcing issues.

Employee Relations and Change Management

5. To provide guidance and support to HR Advisers on management of a high-volume of employee relations and change management cases, of varying complexity.

6. To manage particularly complex employee relations cases, providing advice and support to line managers, preparing case documentation and ensuring procedural timescales are adhered to for all cases including disciplinary and grievances.
7. To coach and advise line managers in change management processes including TUPE, redundancy and restructuring and to ensure all processes are completed within the required timescales.
8. To support the Business Development team with risk assessing TUPE information as part of the tendering processes for new services and to support the transfer and integration of services into Family Action.
9. To maintain knowledge of developments in employment law and HR best practice and ensure that considerations of risk are embedded in all aspects of casework management.

HR Strategy and People Development

10. To work with managers and the Head of Learning & Development to identify, support and develop talented individuals.
11. To work with senior managers to ensure that all managers in their designated region exhibit the right level of leadership skills, knowledge and behaviours through coaching and conducting training workshops on people management topics to improve management capability.
12. To work with the Head of HR to support the development and delivery of our HR strategy, taking a lead or supporting role on a range of projects as required.
13. To support the work of the wider People team by promoting and engaging your designated managers with a range of initiatives across the HR, Equality, Diversity & Inclusion, Learning & Development and Volunteering functions.
14. To support the development and oversight of a high-quality performance appraisal process for the organisation, ensuring that managers in the designated regions are confident in having effective performance conversations.

General

15. To assist the Head of HR in compiling and presenting HR management information and produce reports using the HR Information system as required.
16. To support the Head of HR in reviewing and writing HR policies.
17. To participate in relevant industry forums and networks in order to maintain up to date knowledge of HR best-practice both within and outside of the charity sector.
18. To attend meetings with managers, staff, trade unions and participate as the HR representative on a range of boards and steering groups as required.
19. To continually review HR processes and propose improvements to the Head of HR.
20. To participate in weekly HR casework meetings and monthly team meetings as a senior member of the HR team.

21. To ensure you comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
22. To comply with Family Action's Equality, Diversity & Inclusion Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
23. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
24. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
25. To lead by example and demonstrate Family Action's values of **can-do, excellence, mutual respect, people focus**, and in your work, behaviour and in your professional relationships with colleagues, partners and service users.

Person Specification

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	CIPD qualified to Level 5 or above		✓
2.	Significant experience in a HR/people role	✓	
Experience			
3.	Significant experience of leading the provision of complex and high risk employee relations advice and guidance, balancing risk and commerciality.	✓	
4	Significant experience of managing and advising on change management processes, including TUPE transfers. Experience with large-scale (c100+ staff) TUPE transfers is desirable.	✓	
5.	Proven experience of influencing and persuading senior managers in order to improve people management practices and the employee experience, developing the business to achieve its strategic aims.	✓	
6.	Significant experience of business partnering in a complex and multi-site organisation.		✓
7.	Experience of robustly supervising HR staff, including line management and appraisal.		✓
8.	Experience of working collaboratively with trade unions or staff representatives.	✓	
Knowledge & Skills			
9.	Ability to be flexible and act as a champion of change, contributing at a strategic level, anticipating and planning for change and identifying business focused solutions.	✓	
10.	Demonstrable ability to build effective relationships at all levels and manage these relationships to achieve organisational goals.	✓	
12.	Ability to work with diplomacy and assertiveness, and maintain confidentiality at all times.	✓	

13.	Excellent ability to work autonomously using own judgement to make strategic and operational decisions and as part of a team.	✓	
14.	Excellent understanding of employment law and experience of developing and implementing HR policies and procedures.	✓	
16.	Excellent communication and negotiation skills and a persuasive, approachable manner, with the ability to resolve conflict where necessary..	✓	
17.	Ability to analyse complex issues and data analytically in order to make sound objective judgements and explain them clearly to others.	✓	
18.	Ability to work flexibly and accurately in a fast moving environment and to prioritise work to meet the needs of internal customers and ever changing requirements whilst maintaining professional standards.	✓	
19.	Confident and competent in using Microsoft Office and proficient enough to adapt to the use of other IT software.	✓	
20.	Ability and willingness to travel independently around the UK, in particular Buckinghamshire, Bedfordshire, Cambridgeshire, Essex, Hertfordshire and Greater London (north) on behalf of Family Action including occasional overnight stays as required.	✓	
Values			
21.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services 	✓	