



MALDON
DISTRICT COUNCIL

**HR Business Partner Manager
(Part 1 – Job Description)
(2624SI)**



Job Title	HR Business Partner Manager
Service Area	Strategy and Improvement
Grade	I
Job Reference	2624SI

Reporting to	Responsible for
Head of HR	• HR Business Partner • HR Business Advisor

Team Purpose
• 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
• To deliver a high-quality, professional HR business partnering and advisory service that supports managers and leaders to manage their people effectively and in line with council policies, employment legislation and good practice. • To ensure compliance with employment law, statutory requirements, professional standards and internal HR policies across all areas of employee relations and workforce management. • To enable the delivery of the council's workforce and organisational priorities through practical, proportionate and solution-focused HR advice and interventions.



- To provide operational leadership for HR business partnering and advisory activity, ensuring enquiries, cases and escalations are managed consistently, timely and at the appropriate level.
- To support the development and continuous improvement of HR processes, guidance and ways of working, ensuring they are fit for purpose and customer focused.
- To effectively manage HR Advisor activity, balancing risk, employee wellbeing and organisational outcomes.
- To act as a role model for the service, demonstrating professionalism, integrity, resilience and compassion, with a strong focus on communication, people development and wellbeing.

Key Accountabilities

- Provide operational leadership of the HR business partnering and advisory function, ensuring consistent, high-quality advice and support to managers across the council.
- Oversee the management of employee relations and people management casework, ensuring cases are progressed efficiently, proportionately and in line with employment law, council policy and best practice.
- Support and advise senior managers on complex workforce issues, balancing organisational risk, employee wellbeing and service delivery requirements.
- Manage and develop the HR business partner and HR advisors, setting clear expectations, monitoring performance, and supporting professional development and capability.
- Ensure effective allocation, prioritisation and quality assurance of HR casework to meet service standards and customer expectations.
- Contribute to the development, review and implementation of HR policies, procedures and guidance, supporting consistency and continuous improvement.
- Work collaboratively with the Head of HR and wider HR functions to deliver workforce priorities, organisational change and improvement activity.
- Build strong working relationships with managers, trade union representatives and internal stakeholders to support effective consultation, problem resolution and positive employee relations.

Ways of Working

Collaborative working

Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.



Ways of Working	
	Develop and maintain relationships with both internal and external customers, interacting through multiple channels.
Customer Service	Playing a leading role in championing the customer and a customer focussed approach to service delivery.
Supporting corporate projects	Provide input to service specific projects. 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	Ensuring a focus on team performance. 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.
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

- Degree level qualification, equivalent professional qualification, or substantial evidence of working practice at a senior strategic HR level.
- Chartered Member of the Chartered Institute of Personnel and Development (CIPD), ideally at Level 7 or equivalent.
- Evidence of continuing professional development (CPD) relevant to employment law, employee relations, organisational change and people management.
- Management or leadership qualification, or substantial experience demonstrating the ability to lead, manage and develop teams.

Knowledge, Experience, Skills and Ability

Knowledge

- Strong working knowledge of employment law and HR best practice, including employee relations, performance management, absence management, organisational change and case management.
- Strong understanding of the local government operating environment, including governance arrangements, political context and workforce challenges facing district councils.
- Detailed knowledge of HR policies, procedures and frameworks, and how these are applied consistently and proportionately in practice.
- Good understanding of workforce planning, people risk and the application of HR metrics and management information to support decision-making.
- Knowledge of effective case management approaches, including managing complex and sensitive cases and ensuring appropriate escalation and assurance.
- Understanding of customer-focused service delivery and the role of HR business partnering in enabling managers to deliver high-quality services.
- Awareness of equality, diversity and inclusion principles and their practical application within HR advice, policy and casework.

Experience

- Significant experience working within an HR advisory, business partnering or employee relations role, operating at a senior or specialist level.
- Proven experience of managing and resolving complex and sensitive HR cases, applying sound professional judgement and ensuring compliance with employment law and council policy.
- Experience of leading, supervising or coordinating HR staff, including allocating work, providing guidance, coaching and quality assurance.



Knowledge, Experience, Skills and Ability

- Demonstrable experience of working in partnership with managers to support organisational change, workforce challenges and service delivery priorities.
- Experience of operating within a case management environment, ensuring cases are progressed efficiently, consistently and to a high standard.
- Experience of working within the public sector or a strong understanding of the local government context, governance arrangements and political environment.
- Experience of contributing to the development, implementation and review of HR policies, procedures and service improvements.
- Evidence of building effective relationships with a wide range of stakeholders, including senior managers, trade unions and internal customers.

Skills and Ability

- Strong ability to provide clear, balanced and pragmatic HR advice on complex and sensitive people matters, exercising sound judgement and professional credibility.
- Proven people management skills, including the ability to supervise, coach and support HR colleagues to deliver consistent, high-quality casework and service outcomes.
- Excellent organisational skills with the ability to manage competing priorities, allocate work effectively and maintain service standards in a fast-paced environment.
- Highly developed communication skills, with the ability to influence, challenge and support managers at all levels in a confident and professional manner.
- Ability to build and maintain constructive working relationships with senior managers, trade unions and internal stakeholders.
- Strong analytical and problem-solving skills, enabling the assessment of risk, identification of options and delivery of proportionate, compliant solutions.
- Confident using HR systems, case management tools and Microsoft Office applications to monitor workload, performance and service delivery.
- Ability to remain calm, resilient and professional under pressure, particularly when dealing with contentious or high-risk employee relations issues.
- Commitment to continuous improvement, with the ability to identify service improvements and support changes to processes, guidance and ways of working.
- Demonstrates integrity, discretion and professionalism at all times, handling confidential and sensitive information appropriately.

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.



Special Requirements	
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	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.

Leadership Competencies	
Providing Direction	Shaping a vision and environment that enables, inspires and influences others, providing them with a clear sense of direction and purpose.
Collaborative Working	Developing alliances and engaging effectively with partners and stakeholders for the benefit of the Council.
Change Management	Embracing change and continuous improvement for a more effective Council.
Achieving Success	Providing excellent leadership to help others perform at their best and create effective and efficient service delivery.

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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