

## **Head of HR**

To support Directors/Senior Management Teams in Milton Keynes Council on all aspects of HR advisory and workforce employment; including the development and implementation of the people management and change elements of their strategic operational plans.

To provide a professional commercially focused service via the leadership and development of a high performing, professional HR function to MKC and customers of LGSS and look to develop future customers of advisory services.

To review and modernise HR advice to reflect best practice and seek to harmonise HR advisory approaches; ensuring the provision of consistent and high standards to all customers.

As a senior member of the HR service, the Head of HR is accountable to the Director for HR and Payroll Services.

### **Responsibilities**

#### **1. Customer Focus**

Establish and develop a trusted customer-focused relationship with the Chief Executive and the Corporate Management Team, supporting the identification and delivery of Council-wide priorities, initiatives and agreed outcomes. Provide expert advice and find creative people management solutions to complex organisational issues, putting the business requirements at the heart of the design and delivery of services. Understand the impact and complexities of stakeholder and partnership arrangements applicable to the wider organisation. Be responsible to the Chief Executive and Corporate Directors for the quality of HR advice provided, actively seeking feedback and acting upon this to deliver continuous improvement. Commission and use relevant management information to provide insight and intelligence to senior managers within the business area, ensuring the advisory team takes a proactive approach to identify and resolve people issues at an early stage. Maintain the oversight and the quality assurance of the HR policies, processes and advice across the organisation.

#### **2. Transformation and business improvement**

Lead on organisational strategic design to ensure fit for purpose structures within time and budgetary constraints. Maintain a critical overview of change programmes, providing direction to the team and advising on complex elements. Ensure that risks are identified and managed, within a legal framework and the wider organisational context, and ensuring customer outcomes are achieved.

### **3. Service Delivery**

Coach and lead the HR Advisory function at MKC, ensuring performance is managed to deliver a high quality service. Operate as part of the management team to provide leadership and positive professional challenge and so develop a flexible and resilient team. Develop the HR Advisory Service plan; and monitor and evaluate the service provision to ensure service performance standards are met and the team delivers effectively and efficiently. Provide strategic advice on escalated, complex cases as appropriate. Establish clear quality and practice standards for work undertaken by the team and ensure these are consistently achieved. Continually review and develop practice to enable the Advisory function to be agile and responsive whilst continuously improving performance. Review HR management practice to ensure consistency with policy and advice, conditions of service and relevant legislation.

### **4. Employee Relations & Engagement**

Lead on organisation wide trade union consultation, ensuring that these meetings are scheduled, meaningful and solution-focused in order to promote a healthy employee relations climate, which delivers on organisational outcomes. Develop and maintain healthy relationships with key parties on both the management and trade union sides to build mutual trust and respect. Lead on the Council's strategy in dealing with industrial disputes, providing high level advice and identifying solutions where appropriate and reviewing the outcome.

### **5. Organisational Design and Development**

Senior lead on cross -organisation wide innovative work streams and design pieces, drawing on technical expertise and professional judgement to inform and shape. Work with the Corporate Leadership team to consider high-level and long-term learning needs, skills gaps and talent management requirements, liaising with specialist colleagues to ensure that the business area receives the support they need to address these.

## **Person Specification**

The requirements for the Head of HR role are outlined below and will be part of the selection.

### **Education & Qualifications**

#### ***Essential***

- Educated to Degree level or equivalent
- CIPD qualified to current Level 7 and MCIPD
- Management Qualification

### **Experience and Knowledge**

#### ***Essential***

- Proven track record of successful management of a high performing, professional HR advisory function.
- Proven track record of reviewing, improving and modernising HR advisory approaches and practices.
- Proven ability to partner at senior levels within the business, demonstrating excellent communication and interpersonal skills.
- Extensive knowledge and experience of employment legislation and the application of this in complex case work and change management initiatives.
- Up to date knowledge of current best practice in HR and people management.
- Proven track record of finding creative solutions to a wide range of people management challenges.
- Proven ability to establish personal credibility as a positive agent for change in the organisation.
- Strong influencing ability through consulting, communicating and relationship building skills.
- Excellent coaching and facilitation skills and ability to persuade others and gain acceptance of proposals, plans and decisions.

#### ***Desirable Requirements***

- Experience of workforce planning
- Knowledge of local government policies and procedures
- Experience of working in a large and complex organisation in a shared service structure
- Significant experience of working in a unionised environment.

## Ability and skills



### *Essential*

- Excellent communication skills, verbally and in writing.
- Strong interpersonal, consultative skills, with the ability to form effective working relationships with a wide range of audiences.
- Ability to apply coaching and development techniques in a range of situations.
- Able to offer risk-based advice and develop a more robust risk based approach.
- Able to work effectively under pressure to find solutions.
- Able to design and deliver effective informal and formal presentation to individuals or groups that influence and achieve buy in.
- Evidenced and demonstrable influencing skills and ability to positively challenge across all levels of the organisation, particularly at a senior level.
- Ability to lead, motivate and empower team members and achieve high levels of performance and success.
- Has the personal qualities and skills that promote open and constructive working relationships with colleagues at all levels and managers.
- Working in an agile, flexible way and capable of utilising technology to deliver business-focused solutions.
- Confident in managing conflicting priorities and pressures through effective decision making
- Personal commitment to supporting equality and diversity in the workplace.

The post is predominantly office based but with some travel within and beyond the County boundaries. Some business area holders will also be required to attend evening meetings on a very occasional basis.