

Job Description

Job Title	HR Officer (L2)
Grade	J
Responsible To	HR Director
Staff Managed	None
Job Family	Central Team (HR)
Job Purpose	<p>To provide professional, high quality and responsive operational HR support across the Trust. The post holder will work alongside internal and external stakeholders to support the efficient and effective delivery of HR services.</p> <p>The post holder will support School Leaders to develop their skills through provision of professional advice, support and coaching, briefings and training on staff management issues.</p>
Job Context	<p>Works within the central team providing HR Support across the Trust with travel to various locations including external meetings and home visits. The role will at times have high caseloads with conflicting demands, challenging deadlines and requirements. There is a need for flexibility with post holders working across the Trust on a number of cases and projects at any one time. There may be times when the post holder will have to deal with interpersonal conflict as well as occasional hostile reaction and unpleasantness, dealing with employees in difficult situations, e.g. disciplinary hearings. The post holder will be expected to answer complex, contentious and sensitive day to day employee relations queries.</p>
Accountabilities / Main Responsibilities	
Operational Issues	<ul style="list-style-type: none"> • To advise and support managers, Principals/Head teachers, Governors and Trustees in response to all HR queries. • Ensure that advice is professional, appropriate and proportionate to each situation. Use professional knowledge and experience to ensure that risk is assessed and where the risk is high to the Trust, refer and ensure that appropriate support is in place from HR Director. • Ensure that Hearing Managers and Appeal Managers are fully briefed on the process and best practise while presenting/hearing complex and/or sensitive cases to employment related panels e.g. disciplinary/capability/absence and in addition, provide advice to panels as required. Ensuring consistent application of policy and give advice in line with statute law where standard policy does not cover the issue. • Guide, advise and support investigating managers to conduct a full, fair and thorough investigation in line with the appropriate procedure. • Take a proactive lead in supporting Principals/Head teachers in the management of attendance of all staff including attendance review meetings, occupational health referrals, home visits, risk assessments and phased return to works plans. Utilise data to identify triggers for staff absence. • Provide training, coaching, support and advice to Principals/Head teachers, Trustees, Governors and Managers to support the consistent application of policy and best practice of HR Issues • Supports with restructure, reorganisation and change management across the Trust (Schools & Academies) • Administration to support HR/Payroll Function • As directed, develop, deliver and evaluate training and workshops to School Leaders on people management matters to ensure School Leaders have the required knowledge, skills and understanding of key HR policy, procedure, initiatives and changes. • Recruitment lead ensuring that all vacancies are formatted in the Trust format and advertised on select platforms to ensure that the Trust attracts quality candidates.

	<ul style="list-style-type: none"> Track responses for all adverts to ascertain key data for analysis and review. Act as the Safer Recruitment Lead for the Trust and where required sit on interview panels. Management and issuing Trust employment contracts and / or letters for contractual changes to ensure consistency throughout the Trust. Support in the development of HR forms and key communication strategy to ensure high level of experience to all staff.
Communications	<ul style="list-style-type: none"> Regular contact with Principals / Head teachers, Managers and employees to provide advice on all aspects of operational HR work – need to ensure that successful, positive working relationships are established and the confidence from these stakeholders in the advice given. Regular contact to maintain positive working relationships with external service providers such as Occupational Health to ensure a high-quality service to all schools / academies.
Partnership or Corporate Working	<ul style="list-style-type: none"> Contribute to policy development, consultation and implementation process. Contribute to and represent HR and the Trust at working groups, meetings and corporate groups. As directed, lead on projects, collaborating with other HR colleagues and School/Academies as appropriate. Work on a daily basis with the HR Director to ensure that a high-quality HR provision is provided to Trust schools/academies. Provide a consistent high level of service to all Trust employees providing a seamless service and a whole team approach. Work consistency and collaboratively with other members of the HR team. Work daily with other members of the Central Hope Team to ensure a joined-up team approach. Advise and support Governors but also Trustees on any operational HR matters, including supporting at hearings under HR policies and procedures and attending governor meetings when necessary. Multi-site organisation – support and guidance to those staff with a HR element to their roles in individual schools/academies. Work with external consultants that may be brought into the Trust to support specific projects. Work with other relevant authorities, departments, solicitors regarding conversions of schools / academies into the Trust. Attend HR working group meetings as required. Attend JNCC union meetings as required.
Resource Management	<ul style="list-style-type: none"> Support HR Director with implementation of service developments as needed. Recommend appropriate action to colleagues and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
Skills Development	<ul style="list-style-type: none"> Support with on-going development of the central HR Trust team, taking on specific project work to establish and deliver a responsive, professional HR Service. Feed into the development and revision of HR policies, procedures, and toolkits. Support the introduction of new or revised policies and processes including delivery of workshops to ensure managers are equipped with the relevant information.
Safeguarding	<ul style="list-style-type: none"> Provide advice in relation to safeguarding and child protection concerns that relates to staff within the Trust including attending relevant meetings. Work closely with other key external agencies i.e. Police, Local Authority etc. To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. Know about data protection issues in the context of your role. Maintain confidentiality as appropriate.

	<ul style="list-style-type: none"> • Have an awareness and basic knowledge where appropriate of the most recent safeguarding legislation.
Systems and Information	<ul style="list-style-type: none"> • Working within the HR Team to develop management information systems to support the Trust and its academies. • Provide useful, meaningful and relevant data to support operational HR elements of the service. • To utilise key HR systems and promote the benefits of the systems with Managers. Support Managers to use systems and monitor compliance. • Requirement to use a range of computer systems. Adopt new ways of working when new systems are introduced, use systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. • To utilise key HR systems and promote benefits of the systems with School Leaders, support School Leaders to use systems and monitor compliance. • To work with schools/academies to ensure effective review of workforce census. • To undertake statutory responses to the required authorities including workforce questionnaires, DfE etc. • Creation of reports to complete statutory requirements such as Gender Pay Gap, salary disclosures, etc.
Planning and Organising	<ul style="list-style-type: none"> • Support the project management of new schools looking to join Hope Learning Trust including the gathering and assessment of Due Diligence information on new schools.
Data Protection	<ul style="list-style-type: none"> • To comply with the Trusts policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality. • Know about data protection issues in the context of your role
Health and Safety	<ul style="list-style-type: none"> • Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • To work with colleagues and others to maintain health, safety and welfare within the working environment.
Equalities	<ul style="list-style-type: none"> • We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement. • Develop own understanding of equality issues.
Flexibility	<ul style="list-style-type: none"> • Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. • Reasonable additional duties commensurate with the grading of the job role may be requested from your line manager. • Permanent & significant changes would be subject to consultation. All staff are required to comply with Policies and Procedures
Customer Service	<ul style="list-style-type: none"> • The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values. • Understand your own role and its limits, and the importance of providing care or support.

Person Specification

Job Title	HR Officer (L2)	
Grade	J	
Responsible To	HR Director	
Staff Managed	None	
Job Family	Central Team (HR)	
	Essential	Desirable (if not attained, development may be provided for successful candidate)
Knowledge		
<ul style="list-style-type: none"> • Good working knowledge and understanding of employment legislation and demonstrable practical experience of applying this • Good understanding of application of HR policies/procedures in practice to result in required outcomes 		<ul style="list-style-type: none"> • Knowledge of National, Local Authority and other relevant Terms & Conditions of Service
Experience		
<ul style="list-style-type: none"> • Significant experience of managing and advising on a wide range of HR related issues with minimal supervision • Proven and effective experience in supporting change management programmes • Successfully leading on casework and taking a risk based approach • Experience of coaching and developing School Leaders • Leading/supporting service and corporate projects • Supporting service strategies/developments • Proven and effective experience of advising and supporting School Leaders to address staff issues resulting in desired outcome • Working in a pressurised environment and able to manage a busy workload with competing priorities 		
Occupational Skills		
<ul style="list-style-type: none"> • Ability to operate in a commercial environment • Policy formulation and implementation skills • IT skills and ability to interpret and analysis data • Communication, presentation and interpersonal skills • Problem solving skills and the ability to find innovative solutions • Influencing and negotiating skills • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge School Leaders appropriately • A coaching based approach to support School Leaders and develop • Delivering briefings and training to School Leaders • Flexibility and ability to work with ambiguity • Excellent oral and written communication skills 		<ul style="list-style-type: none"> • Coaching/mentoring

<ul style="list-style-type: none"> • Excellent interpersonal skills. • Time management skills • IT / HR Systems 	
Qualifications	
<ul style="list-style-type: none"> • Level 5 CIPD (or working towards - completion within 18 months of appointment) • Membership of CIPD or eligibility with equivalent experience • Safer Recruitment Training 	<ul style="list-style-type: none"> • Appropriate first aid training (<i>dependant on the school's needs</i>)
Other Requirements	
<ul style="list-style-type: none"> • Enhanced DBS clearance • Tact, diplomacy and initiative • Commitment to customer orientated service delivery at a high level. • Be flexible and work as part of a team. • Can positively lead and implement change in line with agreed plans to ensure the continuous development and improvement of the service, meeting the Trust's and school's / academy's objectives. • A positive professional who can adapt to change • Commitment to Equal Opportunities • Ability to travel 	