



## ROLE DESCRIPTION

**Role title:** HR Support Partner

**Team:** Human Resources

**Department:** Business Services

**Date:** May 2018

**Reports to:** Head of Human Resources

**Name:**

### **Role purpose** (why the job exists and its contribution)

To work collaboratively with department heads and management teams to implement the NEU strategic people plan building staff engagement and enabling strong performance.

To ensure that HR is integrated with organisational strategies, plans and processes so that the work of HR is aligned with organisational outcomes.

### **Key responsibilities** (the key areas of the role holder's work)

1. Support and coach managers to manage all aspects of employee relations and staff development effectively, ensuring a pragmatic and best practice approach.
2. Working with department heads and management teams, identify forthcoming staffing issues, lead on the design and delivery of solutions that best meet the needs of the designated areas, including:
  - a. Significantly influence, design and agree the strategic HR plan in conjunction with the Head of HR and other elements of the HR function.
  - b. Promote effective individual and team performance and capability development by identifying learning needs and planning targeted training, education and development in conjunction with the L&D function.
  - c. Plan and manage the timely and effective recruitment of diverse and appropriately skilled NEU staff members.
  - d. Ensure effective succession planning through appropriate development and recruitment activity within designated regions, nations and departments.

- e. Develop, support and deliver employee engagement and communication programs to promote a culture of trust and constructive staff involvement.
  - f. Support workforce well-being and performance, liaising with managers and employees to manage individual health and well-being matters.
  - g. Maintain and promote good employee relations, ensuring that issues are dealt with at an early stage, and providing support for capability, grievance and disciplinary matters up to and including dismissal and appeal stage.
3. Contribute to the development of HR policy and practice, responding to identified organisational needs, changes in legislation and informed by HR management information.
  4. Provide HR advice and support to the designated region, nations and departments and to act as the gateway to managers for the HR services team.

### How the National education union works

*These principles set out the culture and approach of the NEU.*

The role holder:

- Models professionalism and integrity and acts in accordance with the NEU values.
- Supports the democratic processes.
- Leads and manages in accordance with good people management practice and NEU policy and procedure.
- Demonstrates a fair and consistent approach to people management.
- Promotes an organising culture across the union.
- Works collaboratively and empowers others
- Is committed to innovation, learning and continuous improvement of working practices, organisational culture and resources.
- Adopts a proactive and flexible approach.

### Key relationships

*These are the main working relationships that the role holder will develop.*

Person(s)	Nature
<b>Head of Human Resources</b>	The role holder reports to and will be line managed by the Head of Human Resources who leads and sets the strategic direction for the HR team.
<b>Human Resources team</b>	The role holder will work collaboratively with other members of the HR team to implement the NEU strategic people plan.
<b>Management Team</b>	The role holder will work with management to identify staffing issues and needs, and lead on the design and delivery of effective and

	appropriate solutions, including employee engagement and communication programmes.
<b>Individual Managers</b>	The role holder will support and coach managers in all aspects of employee relations, staff development and performance issues using best practice.
<b>Employees</b>	The role holder will support workforce well-being and performance, liaising with managers and employees to manage individual health and well-being matters.

## **Demonstrable key skills, knowledge and experience**

*The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.*

### **Qualifications**

- Strong literacy and numeracy skills.
- Member of CIPD

### **Resource management & Planning**

- Relevant experience of working in a similar business partnering context;
- Proven experience of working strategically to contribute to the preparation and delivery of HR plans aligned with organisational objectives;
- Proven people management skills including the ability to actively develop, coach and train;
- Experience of establishing and managing effective relationships with key internal and external stakeholders;
- Good planning and organisational skills;
- Experience of promoting workforce motivation and engagement;
- Ability to delegate effectively;
- Ability to design and deliver staff engagement and training interventions to meet key objectives;
- Successful experience and understanding of change management;

### **Thinking challenge**

- Up to date knowledge of employment law and HR theory and practices that apply within the UK;
- Good research and analytical skills and the ability to understand complex information;
- Ability to exercise judgement and make decisions within accepted parameters;
- Ability to think innovatively to resolve problems and devise new solutions including where there may be conflicting interests;
- Familiarity with and commitment to operate effectively within the NEU's culture; political, educational and legal contexts;

## **Communication**

- Ability to produce clear, high quality written communications on detailed issues for a range of audiences. For example, policy and guidance documents, staff communications, reports.
- Strong communication skills, including active listening and the ability to relate effectively to a range of people;
- Good influencing and presentation skills;
- Ability to deal sensitively with confidential issues;
- Ability to handle challenging situations with diplomacy and confidence;

## **Operational delivery**

- Proven record of managing casework up to the highest levels;
- Proven ability to manage recruitment activity successfully to meet organisational need;
- Experience of working successfully to guide, coach and empower line managers;
- Ability to manage projects and to deliver within agreed deadlines;
- Experience of successful collaborative working;
- Ability to present management and statistical information/trends in a range of formats;
- High standard of attention to detail and accuracy;
- Strong IT skills including Microsoft Office Suite together with any other IT applications necessary for delivery of the role. For example, HR management information systems, online recruitment;

## **Additional**

### **Work demands**

- The ability to work under pressure and manage competing deadlines;
- The requirement to work evenings, weekends or flex working arrangements necessary for the performance of the role;
- The requirement to undertake regular travel to attend activities and meetings away from the normal place of work, and which may involve stays away from home. These will be locally, regionally and nationally;

### **Additional relevant requirements**

- The requirement to undertake professional development and training as necessary for the performance of the role;
- The requirement to maintain an up-to-date knowledge of the relevant areas of UK legislation and regulations necessary for the performance of the role, including for example, employment law, equality law, data protection;
- An understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment.

This role description will be kept under review and can be adapted to meet the changing needs of the National education union, subject to appropriate consultation.