

**Manchester City Council
Role Profile**

**HR Officer Level 1 (Delivery), Grade 5
HR Service, Corporate Core
Reports to: Team Leader**

Job Family: Corporate Organisational Support

Key Role Descriptors:

The role holder will provide high quality, customer focused, flexible and timely creative solutions to support the achievement of objectives of a high quality service.

The role holder will deliver an effective, professional support function, establishing excellent relationships with customers and stakeholders and ensuring quality customer focused services are delivered within performance and quality targets.

Key Role Accountabilities:

Implement best practice in the delivery of work activities on behalf of all customers of the service in accordance with the authority's corporate aims and objectives, strategic plans and organisational values.

Ensure all work carried out fits within the parameters of service level agreements and seek to maintain relationships with the business to ensure the highest standard of service delivery.

Work collaboratively with colleagues and stakeholders to enhance the role of the service throughout the Council. Facilitate customer feedback and assist in identifying solutions to resolve issues to improve service delivery.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Coordinate the production and supply of accurate management information to support the needs of the service in line with agreed objectives. This will include the provision of accurate analysis support.

Effectively contribute to the monitoring, evaluation and improvement of all corporate support activities and house-keeping protocols that support the needs of the service and corporate initiatives.

Support the production of a range of high quality communication, such as reports and briefing notes.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio: HR Delivery

The HR & OD service forms part of the Corporate Core Directorate and is responsible for working with managers and staff to drive forward Our Manchester through the Our People Strategy: ensuring that our workforce is developed, supported and led in the most effective way.

The Our Manchester Strategy sets out the vision for the whole city in 2025 to be thriving, filled with talent, fair, a great place to live, and buzzing with connections. This means that we need to work closely with partner organisations to radically transform services, putting people at the heart of our vision and strategy. The Our People Strategy Action Plan, 2020-23 sets out 5 key priorities that will enable our workforce to realise this ambition:

- Enabling and engaging culture
- Future workforce
- Inclusive employer
- Employee Health and Wellbeing
- Personal Growth

There are 5 functional areas within the HR Service that support the Our People Plan. The HR Delivery team role includes:

- Deliver recruitment processes, compliance activity, HR casework, m people, service redesign, and business support activity
- Manage the agency contract to ensure appropriate and cost effective engagement of agency workers
- Deliver streamlined and improved recruitment processes in line with the Our Transformation project
- Manage workforce changes and service redesign projects supporting services with relevant advice to ensure sustained and effective organisational change
- Support managers with complex people issues and cases
- Empower managers to deliver effective performance management

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we are not afraid to try new things
- We work together and trust each other

Generic Skills

- **Interpersonal:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, influencing and negotiating when required.
- **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in their thinking and explain reasoning behind decisions or actions taken
- **Project Management:** Ability to plan the achievement of a desired outcome through a series of actions and milestones

Technical requirements (Role Specific)

- Awareness of HR/OD legislation, development theory, concepts and practices.