**Manchester City Council**

**Role Profile**

**HROD Officer (Casework), Grade 6**

**HR Service, Corporate Core Directorate**

**Reports to: HR Casework Team Manager**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

Working within a support service or Centre of Excellence, the role holder will provide high-quality information and advice to enable the delivery of service and organisational objectives through the delivery of assigned work packages and projects.

**Key Role Accountabilities:**

Effective delivery of assigned work packages to ensure achievement of service objectives, to support the effective decision making processes of the Council and to enable it to meet its legal obligations.

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures, including consideration of Public Service Reform principles.

Provide robust and effective analysis of information in, using outputs to inform work packages and advise client services.

Work collaboratively across the wider Council, providing specialist advice, information, support and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 and 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**

* **Communication skills:** Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands. Ability to communicate in an articulate manner, expressing opinions, communicating key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility
* **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
* **Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans

**Technical requirements (Role Specific)**

* A knowledge of HR/OD legislation, theories, concepts and practices.