Job Description

Services for schools, owned by schools

Job Title: Senior ER Advisor	**Service Area:** Schools HR & Payroll
Grade: PO4	**Job Number: n/a**
Date last updated: November 2018	**Date of last evaluation:** November 2018

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

To provide high quality advice and support on Schools ER issues across teaching and support staff including latest policy developments and the implications of changes in employment legislation.

1. The post holder reports to the Head of ER & HR Strategy.
2. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.
3. The post holder has specific Health and Safety & Risk responsibilities in respect of giving advice to schools as appropriate

Key Measures

- Meeting KPIs
- Quality Reports
- Customer Feedback

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

ER Advisory

- Provide a qualitative and timely expert information, advice and decision point relating to Schools ER matters for staff, head teachers and governors, ensuring employment law, local agreements and adopted policies are adhered to within the context of meeting service needs.

- Advise and provide support to management on ER policies and procedures, including discipline and grievance, attendance at school based hearings representing schools leadership teams, ensuring the correct procedures are applied.

- Liaise with Head teachers, Governors, Senior Management and senior officers of the Local Authority, providing advice and supporting all issues within the post holder's responsibility, taking account of the complexity of issues and ensuring a high degree of confidentiality, sensitivity and an awareness of the wider implications.

- Ensure that schools needs are represented corporately and ensure corporate issues are taken forward for school staff as appropriate.

- Liaise with other national and regional bodies and other sources of advice to ensure an effective service.

Employee Relations

- Provide ER Business Partner model in managing and supporting professional relationships with Schools

- Provide consultancy services to schools as required and on terms agreed by Head of ER

- Ensuring the application of conditions of service and responding to any changes in policy and procedure that impacts on these and make recommendations for implementation to address the changes.

- Ensure efficient and amicable employee relations with the unions by liaising closely over casework, organising and managing meetings and negotiating policies.

- Advise schools on and respond to Employment Tribunal claims, in liaison with Legal Services and attend ET's representing schools and the Local Authority where appropriate.

- Assist in delivering an effective dispute resolution service, achieving positive feedback from end users.

Policies & Procedures

- Develop and write policies for schools in the light of changing employment and education legislation, consulting head teachers, unions etc.

Training & Coaching

- Provide training to school staff, HRSS staff and leaders in ER matters.

Systems & Reporting

- Responsible for the maintenance of all appropriate records, including HR systems and other databases, including up to date case logs

- Provide statistical analysis and ensure all appropriate returns are completed within the area of responsibility, e.g. sickness analysis, equal opportunities monitoring.

- Prepare reports for senior management.

Project Management

- The post holder may be required to manage HR projects across the Service, bringing about change and service improvements in agreed timescales.

Working Conditions/Circumstances

- All staff are expected to act as ambassadors for the Schools ER/HRSS. All staff are required to develop a good understanding of all services offered and proactively promote these to existing and potential customers as appropriate.

- Flexi time is available upon agreement with the postholder's line manager and conducive to the business operation.

- All staff are expected to demonstrate a flexible approach in the delivery of work within the ER Service. They are required to be proactive members of the team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

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Person Specification

SAFEGUARDING
We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.
EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

	Criteria *E = Essential, D = Desirable*
Skills and Abilities • Ability to undertake independently special projects and drive them through to success: initiate and manage own work programmes relating to the ER function. • Ability to identify, swiftly and accurately, key elements in situations and to resolve problems taking into account procedures and needs: high level negotiating skills. • Ability to make timely decisions based on problem solving skills to find practical solutions. • Ability to manage a wide and complex personal workload whilst meeting changing deadlines: to maintain consistency of approach. • Able to be a point of expert ER advice to schools and their governing bodies, HR colleagues and senior managers. • Ability to communicate effectively, informatively and with sensitivity, with a wide range of employees, from junior staff to senior managers and governors: to maintain confidentiality and inspire trust. • Ability to develop and deliver training on HR/ER issues	E E E E E E E
Experience • Experience of complex ER issues including policy development, conditions of service, sickness absence, and disciplinary casework.	E

Qualifications ● Educated to at least 'A' level Grade, or relevant experience ● CIPD Qualified (minimum level 5)	 E E
Knowledge ● Knowledge of how current legislation relating to schools impacts on employment practices. ● Knowledge of appropriate conditions of service and staffing structures ● Detailed knowledge of employment law and the ability to apply that knowledge in a practical way	 E E E
Personal Attributes and Other Requirement ● Demonstrates a flexible, problem –solving approach in carrying out the duties of the post. ● Willingness to take responsibility for actions and decisions made ● Works with honesty and integrity and inspires confidence in colleagues, unions, governors, head teachers and managers. ● This role is designated a category 1 role under NPWs Business Parking Permit policy and a full driving licence and access to a car is required to carry out the duties of this role	 E E E E

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	2	• Develops internal relationships to improve service delivery • Introduces improvements to the way things are done to maximise customers' experience • Acts quickly to resolve problems and issues, giving priority to maintaining service to customers • Challenges poor services by others and helps them to improve
Collaborative Working Working with and understanding the roles of internal staff / service and external agencies.	2	• Puts own priorities to one side if necessary to support the greater need of the team • Recognises and values different contributions from colleagues –allocated the most suitable work based on individual skills • Keeps team informed and encouraged • Seeks views and opinions from colleagues and stakeholders, considering them when making decisions
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	2	• Uses feedback from others to self develop and improve work processes • Listens to concerns about change and tries to find solutions • Adapts quickly to changes and encourages positive thinking • Encourages a culture of continuous improvement, clearly explaining the benefits of change
Communication and Relationships Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.	3	• Uses appropriate communication channels to keep people informed and promote understanding • Adapts the method and style of communication to suite changing circumstances and needs • Identifies and overcomes barriers to communication • Builds partnerships both within and outside of the organisation • Encourages openness and clear communication with others by role-modelling it
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	2	• Willingly accepts challenging goals • Encourages hard work and high standards in self and others • Takes responsibility for achieving outcomes and making appropriate decisions • Develop new ways of working to achieve results • Puts in extra effort to overcome difficulties

Specific Competencies

Competency	Level	Description
Forward Planning Having a clear plan for achieving objectives and monitoring progress	2	• Has contingency plans and fall-back options in place • Regularly checks on progress against objectives and acts on findings • Communicates plans to appropriate staff / stakeholders • Develops/monitors and adjusts plan as necessary • Plans and prioritises workload to ensure deadlines are met during busy periods
Financial and Resource Management Managing the resources or budget available, ensuring that we keep within agreed limits and use this to the best effect.	1	• Aware of available resources and budgets • Aware of decisions that they make that have a financial impact, for example, placing an order • Accurately codes expenditure and income • Follows procedures that are designed to meet financial management
Business Awareness Understanding the direction and strategic plan for our service area and NPW as an organisation.	1	• Shows understanding of the purpose of own job within the organisation • Is aware of the services provided throughout all departments within the organisation • Understanding the strategic themes and their importance to the business • Shows understanding of the knock-on effects of mistakes and poor communication