

Your job

Job Title: HR & OD Advisor (Front Facing)

Service: HR & OD

Grade: G6

Reporting to: HR & OD Business Partner (Front Facing)

The HR & OD Front Facing team operates as a multi-skilled, integrated service that provides consistent, high-quality, enabling support across a breadth of HR and OD activity to support delivery of the Council's Progress with Unity missions. While all roles contribute across the breadth of the HR & OD offer, the postholder may also hold particular areas of focus and lead responsibility aligned to service needs, organisational priorities and your professional expertise. Team members are expected to work collaboratively across disciplines and continually develop their knowledge, skills and experience to support a flexible, responsive and high-quality service.

Working directly with services, schools and partners, the team delivers a co-ordinated, flexible and outcome-focused approach that increases workforce capability and flexibility and enables the organisation to respond effectively to changing demand across services and place. This approach supports the alignment of people activity with place-based priorities and mission-led outcomes.

As HR & OD Advisor for the Front Facing team, you will work flexibly to support managers and employees supporting the delivery of activity across areas such as operational casework, learning and development, apprenticeships, wellbeing, belonging (including equality, diversity and inclusion) and employee engagement.

You will support the connection of activity across teams, contribute to the development of others, and play a role in supporting the shaping and continuous improvement of the organisation's integrated HR & OD offer, helping to ensure work is delivered in a co-ordinated, consistent and outcome-focused way across services and place.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

Working Arrangements

The contractual hours for this post will be worked flexibly to meet the needs of the role and the service. Work will be carried out across Council buildings and/or community venues across the borough.

It is our priority to ensure that the role is fulfilled effectively and while there is flexibility to work from home when service delivery allows, the expectation is that staff will attend the workplace for a minimum of two days per week. However, depending on service requirements, you may be required to work your full contractual hours on site at Council buildings and/or community venues.

In this role, you will:

- Support the operational delivery of agreed HR & OD activity within the Front Facing team, contributing across casework, learning and development, apprenticeships, wellbeing, belonging (EDI), employee engagement to support delivery of the Council's Progress with Unity missions.
- Support the delivery of a high-quality, consistent and professional service across the agreed areas of activity. This will be achieved through the application of evidence-based practice, an understanding of best practice and relevant legislation where appropriate, and by ensuring that delivery aligns with the Council's Progress with Unity six ways of working.
- Work with others to engage proactively with services, schools and partners to understand people issues and challenges, providing timely advice and support, which may include providing lower level

casework support and/or supporting in the delivery of appropriate HR & OD interventions at an early stage.

- Support with the delivery of HR & OD communications, engagement activity and events, including induction, loyalty and other engagement initiatives.
- Support the delivery and continuous improvement of the HR & OD offer.
- Support with the coordination and delivery of learning and development activity.
- Support with talent pipeline and apprenticeship initiatives, working with services, schools and partners to support workforce capability and representation across the borough.
- Support HR & OD Assistant Business Partners to ensure the procurement and use of external services is undertaken in line with Council policies, procedures and governance requirements.
- Contribute, as appropriate, to the effective use and continuous development of a single, accessible and digitally enabled HR & OD Front Door.
- Contribute to the continuous improvement of practice, constructively challenging existing approaches and using feedback, insight and evaluation to improve ways of working.
- Build and maintain effective working relationships with colleagues, leaders, trade unions, schools and academies, service providers and place-based partners as appropriate.
- Maintain accurate, timely and confidential HR & OD records using approved Council systems.
- Work within existing governance and/or case management structures, prioritising workload effectively, exercising sound judgement, and maintaining high standards of communication and professionalism.
- Champion inclusion, equity and accessibility across all HR & OD activity, and role model Team Wigan behaviours, supporting a collaborative and positive team culture.
- Recognise and report potential financial and reputational risks, signposting concerns to relevant managers and following agreed escalation processes.
- Proactively building an understanding of services and the place within which we operate.

You will support leaders and managers to:

- Build confidence, capability and understanding of the Council's policies, procedures and wider employee offer, including rewards and benefits, wellbeing, engagement and development opportunities.
- Assist with identifying learning and development needs and sharing information about relevant apprenticeship opportunities.
- Build confidence in managing informal and formal people management processes, including offering advice on service change activity and signposting to appropriate support, resources or training. Where issues are more complex, this may include escalating the where appropriate and/or providing additional practical guidance and support.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- CIPD Level 3 qualification, or an equivalent Level 3 qualification from a recognised professional body, or equivalent experience/knowledge relevant to the role.
- Experience of providing professional HR & OD advice to managers to support employee experience, such as on employee relations matters, engagement, wellbeing, learning and development, and talent or workforce development needs.
- Experience of delivering HR & OD services within a customer-centred model, including developing tailored solutions.
- Experience of working collaboratively and in partnership with internal and external partners to deliver effective people initiatives.
- Ability to work flexibly, respond to changing priorities and contribute positively to a fast-paced project environment.
- Strong time management skills, decision making and problem-solving skills.
- Good influencing, negotiation and relationship building skills, with the ability to challenge constructively.
- Ability to support managers to build capability and confidence in people management.

- Good communication and interpersonal skills, with the ability to work collaboratively with a wide range of stakeholders including HR colleagues, specialists and project sponsors.
- Ability to prepare and present information and presentations to a range of audiences.
- Strong digital skills, including Microsoft Office and use of various systems, with the ability to learn new systems and processes at pace.
- Knowledge of HR & OD policy, employment law and case law, and Local Government terms and conditions, or ability to learn.
- Experience handling sensitive and confidential information appropriately.
- Ability to work collaboratively across HR & OD disciplines, digital colleagues, services and place-based partners.
- Ability to work flexibly, travel within or outside the borough, and hold a valid driving licence and have access to a vehicle (or be able to demonstrate the ability to meet the mobility requirements of the role).
- Good understanding of equality, diversity and inclusion principles and ability to embed these into practice.
- Commitment to Team Wigan behaviours, Progress with Unity principles and the Six Ways of Working.
- Commitment to high standards, continuous improvement and providing an excellent customer experience.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”