



## Your job

**Job Title: HR & OD Business Partner Front Facing Team**

**Service: HR & OD**

**Grade: 10**

**Reporting to: HR & OD Business Manager**

As HR & OD Business Partner (Front Facing team) you will play a key role in delivering the Council's Progress with Unity vision and strategic priorities, working closely with the Service Lead (HR & OD), and Business Manager (Front Facing Team) and colleagues from across HR & OD to provide a high-quality, modern and customer-centred HR & OD service.

As a key leader within the Front Facing Team, you will strengthen people management capability across the organisation, supporting managers and senior leaders to confidently navigate the full spectrum of HR & OD activity.

You will provide professional expertise across complex employee relations, organisational change, and organisational development, ensuring advice is consistent, risk-aware and aligned to our values, behaviours and ways of working.

You will contribute to the integration of HR Operations and OD, as well as to help embed a single, accessible and digitally enabled front door for HR & OD. You will support the modernisation of processes, strengthen the use of people insights, and help ensure user-centred, efficient and responsive service delivery for internal services, Education, Schools, Academies and traded customers.

As a core member of the Front Facing Management Team, you will build strong, collaborative relationships with managers, partners, Trade Unions and colleagues across the Council, enabling joined-up working and supporting workforce priorities across place. You will champion inclusion,

wellbeing and positive employee relations, helping create a consistent and high-quality employee experience that supports the organisation to thrive.

### **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 job you will:**

- Lead, coach and inspire a team of front-facing HR & OD professionals, supporting their professional development, succession planning and talent management.
- Work collaboratively to design, test, implement and embed the HR & OD "Front Door" as our single point of access to HR&OD, including digital processes, customer pathways and modernised systems.
- Support the Business Manager (Front Facing Team) in ensuring effective resourcing, consistent high performance and high-quality service delivery across the front-facing and front door teams.
- Support the integration of HR Operations and front-facing OD, and support in the establishment of a single, efficient HR & OD Front Facing Team.

- Work with the HR&OD Project team to co-ordinate projects and contribute to transformation projects and cross-cutting programmes, ensuring people-centred design.
- Work with the HR&OD Project team to ensure alignment between front-facing and project activity and allocate appropriate resource to support successful project implementation across Services.
- Work with the HR&OD Project team to design and evaluate engagement activity across the organisation, including targetting hard-to-reach services and strengthening feedback loops.
- Support organisational culture, engagement and leadership development initiatives, ensuring alignment with the OD Plan and wider organisational missions.
- Empower, coach and support managers and senior leaders to build strong people management capability, with an emphasis on early resolution, confident decision-making and “doing the right thing.”
- Contribute to OD and community recruitment initiatives, leadership, learning and development pathways, engagement activities and events and wellbeing programmes.
- Lead on complex and high-risk employee relations matters, providing expert advice that balances risk, equity, and organisational priorities.
- Support organisational change initiatives, including TUPE, service integration, workforce redesign, restructuring, redundancy and workforce planning.
- Collaborate with Strategic and Deputy HR & OD Business Partners to ensure smooth and effective delivery of organisation-wide transformation and workforce priorities.
- Identify risks or policy gaps and escalate or address these with relevant colleagues and contribute to the development and refresh of HR & OD policies, acting as a subject matter expert to ensure policies are evidence-based, strategically aligned and reflective of best practice and organisational priorities.
- Build trusted relationships with internal Council colleagues (at all levels within the Organisation), our external customers such as Schools and Academies, and our place-based partners, understanding their needs and co-designing tailored solutions.
- Support customer engagement and satisfaction monitoring, alongside the evaluation of HR & OD initiatives, assessing their impact and identifying themes for improvement. Use insights and learning gained to inform action, influence change and escalate issues appropriately.

- Contribute to performance monitoring across the front-facing and front door teams, supporting the delivery of KPIs, service standards and improvement actions.
- Contribute to the development and continuous improvement of the traded HR&OD offer, using customer feedback and insight to strengthen quality, consistency, competitiveness and impact, and provide crosscutting oversight of people data dashboards and interpret workforce metrics to generate insights that inform decisions and targeted interventions.
- Identify patterns, risks and opportunities for efficiency, consistency and improved customer experience, feeding into continuous improvement cycles.
- Support quality assurance of HR & OD advice and processes, escalating any emerging issues or themes to the Front Facing Business Manager.
- Promote a collaborative, problem-solving culture, encouraging managers to model the Team Wigan behaviours and adopt the Progress with Unity Six Ways of Working.
- Model inclusive leadership and Team BeWigan behaviours, fostering a collaborative, enabling and values-driven culture and champion inclusion, equity and accessibility across all HR & OD activity, supporting the delivery of EDI objectives (including 'Building Belonging') and ensuring fair and consistent practice.
- Ensure compliance with employment legislation, case law, good practice, Council policy and information governance requirements, applying GDPR responsibly.
- Work collaboratively with other Council services and place-based partners to support shared workforce ambitions.
- Promote transparent, constructive relationships with Trade Unions, supporting positive employee relations and early engagement.
- Contribute to ensuring resource use is efficient, proportionate and aligned to priorities.

---

## **In this job you will need:**

### **Qualifications**

- CIPD Level 7 qualification or equivalent experience/knowledge relevant to the role.

- Significant experience of providing high-quality professional HR & OD advice to senior leaders on complex, sensitive and high-risk employee relations and organisational change matters.
- Experience leading or delivering organisational development programmes or activity.
- Experience transformational workstreams, service redesign or process modernisation.
- Experience of leading, managing or supervising HR & OD staff or project teams, including supporting performance, capability, development and embedding consistent standards.
- Experience of delivering HR & OD services within a customer-centred model, including developing tailored solutions for internal services, Schools, Academies or traded clients.
- Proven experience of working towards strategic and operational plans, delivering clear quality standards, outcomes and performance indicators.
- Experience of working collaboratively and in partnership with Trade Unions to maintain constructive employee relations.
- Experience of utilising workforce data and people insights to inform decision-making, identify risks and shape OD interventions.
- Experience of contributing to policy development, implementation and interpretation.
- Demonstrable experience of supporting digital change, process improvement or the introduction of new systems, workflows or tools.
- Experience of working in a fast-paced environment where priorities change rapidly and complex issues need timely resolution.
- Strong knowledge of employment law, case law, HR & OD policy, and Local Government terms and conditions.
- Excellent professional influencing, negotiation and relationship-building skills, with the ability to challenge constructively and support cultural and behavioural change.
- Strong decision-making ability, using sound judgement, evidence and risk awareness to provide solutions that balance operational needs with fairness and consistency.
- Ability to coach, empower and develop managers and senior leaders to build capability and confidence in people management.
- Ability to analyse and interpret people data, identify trends and produce meaningful insights.
- Excellent interpersonal and communication skills, with the ability to translate complex information into user-friendly guidance.

- Ability to maintain confidentiality, handle highly sensitive information and operate with integrity and professionalism.
- Ability to work collaboratively across HR & OD disciplines, digital colleagues, services and place-based partners.
- Strong understanding of equality, diversity and inclusion principles and ability to embed these into practice.
- 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).
- 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.

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