Your job

Job Title: HR&OD Advisor (Front Door)

Service: HR & OD

Grade: 6

Reporting to: HR&OD Assistant Business Partner (Front Door)

The HR&OD Front Door team provides a central, coordinated point of support across a range of HR and OD services. The team plays a key role in ensuring enquiries, requests and activity are handled efficiently, consistently and in line with agreed service standards, while providing a positive customer experience for staff, managers, schools and external partners.

As a HR&OD Advisor in the Front Door team, you will contribute to the coordination, oversight and evaluation of Front Door activity, providing expert administrative, analytical and project support across multiple workstreams. You will have responsibility for supervising staff, managing more complex processes and escalations, producing insight-led reporting, and working closely with managers and specialists to ensure services are effective, compliant and responsive. You will actively identify opportunities to streamline and enhance current processes, working with the Project Team and subject matter experts to drive continuous improvement.

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:

- Provide operational support across Front Door services, ensuring activity is planned, tracked and delivered to meet customer needs.
- Drive the development and effective use of self-service solutions, empowering managers, employees and customers to resolve queries and complete transactions independently, while reducing avoidable demand and improving overall service efficiency.
- Manage and prioritise workflows and referrals, ensuring service standards, timescales and quality expectations are met.
- Supervise HR&OD Support Assistants, providing direction, quality assurance and development support.
- Coordinate meetings, events, training and related activity including bookings and communications.
- Evaluate and review corporate training, talent, learning, engagement and wellbeing offers, providing insight to inform continuous improvement.
- Produce and maintain management information, dashboards and reporting to inform service performance.
- Provide resolution of front-line enquiries on the HR & OD Advice Hub.
- Coordinate and oversee processes, including scheduled updates to portals and service-level activity.
- Support financial and contractual processes including monitoring budgets, invoices and recharges.

- Act as a key point of contact for escalated enquiries, working with Specialists, the wider HR&OD Management team, and other stakeholders where needed to resolve issues effectively.
- Identify opportunities to streamline and automate current administrative processes, working with the Project Team and subject matter experts to drive continuous improvement.
- Represent the Front Door service in meetings and discussions, contributing professional insight and advice.
- Build and maintain effective working relationships with a range of internal and external stakeholders to support the delivery of HR & OD activity.
- Champion inclusion, equity and accessibility across all HR & OD activity.
- Role model Team Wigan behaviours and support a collaborative, positive project culture across the service.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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 providing coordination of administrative work in a HR&OD environment.
- Experience implementing new processes, gathering and presenting data, evaluating the success of activity and preparing engaging updates for briefings.
- Ability to follow structured processes and maintain accurate documentation.
- Strong organisational skills with the ability to manage multiple tasks, prioritise effectively and maintain attention to detail.
- Strong time management decision making and problem-solving skills.
- Experience working collaboratively and building positive working relationships with managers, staff and external partners/providers.

- Experience using data to support decisions, including gathering, organising and presenting information clearly.
- Experience handling sensitive and confidential information appropriately.
- Good communication and interpersonal skills, with the ability to work collaboratively with a wide range of stakeholders including HR colleagues, specialists and project sponsors.
- Strong digital skills, including Microsoft Office and use of various systems, with the ability to learn new systems and processes at pace.
- Ability to work flexibly, respond to changing priorities and contribute positively to a fast paced environment.
- Experience of providing administrative and project support in a busy environment.
- Experience representing teams during meetings, events or training activity.
- Experience in financial administrative processes, including budgeting and invoicing.
- 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."