## Your job

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| **Job Title:** | HR & OD Assistant Business Partner |
| **Service:** | HR & OD |
| **Grade:** | G8 |
| **Reporting to:** | HR & OD Business Partner |

The HR & OD Front Facing team is a multiskilled, front-facing 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.

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 Assistant Business Partner in our Front Facing team, you will work flexibly to support managers and employees, taking responsibility for 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 connect activity across teams, support and develop others, and contribute to shaping and continuously improving the organisation's integrated HR & OD offer, ensuring 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.

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**In this role, you will:**

- Take responsibility for operational delivery of agreed HR & OD activity within the Front Facing team, contributing across casework (e.g. disciplinary, grievance, performance management), learning and development, apprenticeships, wellbeing, belonging (EDI), employee engagement to support delivery of the Council's Progress with Unity missions.
- Use your professional HR & OD knowledge and experience to 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.
- Engage proactively with services, schools and partners to understand people issues and challenges, providing timely professional advice and support, which may include providing casework support and/or identifying and implementing appropriate HR & OD interventions at an early stage.

- Work collaboratively with HR & OD Specialists and colleagues to support the development, communication, delivery, monitoring and evaluation of the wider HR & OD offer, ensuring a consistent and joined-up customer experience.
- Work with HR & OD Specialists and the Internal Communications team to deliver HR & OD communications, engagement activity and events, including induction, loyalty and other engagement initiatives.
- Support the delivery and continuous improvement of employee engagement, wellbeing and belonging activity, gathering feedback from services and partners and contributing to place-based and community engagement approaches.
- Assist with the design, coordination and delivery of learning and development activity, and contribute to talent pipeline and apprenticeship initiatives, working with services, schools and partners to support workforce capability and representation across the borough.
- Work with HR & OD Specialists to ensure the procurement and use of external services is undertaken in line with Council policies, procedures and governance requirements.
- Attend and contribute to trade union consultative meetings where required, supporting agreed approaches and escalating issues appropriately.
- 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.
- Connect activity across teams and services, identifying interdependencies, gaps and emerging risks, and helping to align delivery with wider organisational and place-based priorities.
- Build and maintain effective working relationships with colleagues, leaders, trade unions, schools and academies, service providers and place-based partners.
- Maintain accurate, timely and confidential HR & OD records using approved Council systems.
- Work with a high level of autonomy within existing governance and/or case management structures, prioritising workload

effectively, exercising sound professional 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.
- Proactively identify potential financial and reputational risks, support others to manage and mitigate those risks where possible and ensure that relevant managers within the service or other appropriate services are informed and that issues are escalated in line with governance arrangements.
- Take a data-led and insight-driven approach to work, proactively building an understanding of services and the place within which we operate, to ensure HR & OD interventions and support are appropriately targeted, aligned and responsive to need.

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.
- Identify priority learning and development needs, including identifying opportunities for services to engage with apprenticeship programmes to build capability and respond to current and future workforce needs.
- Develop the skills, capability and confidence to navigate informal and formal people management processes independently, by providing timely guidance, coaching, training and support. This includes equipping them to manage service change and transformation activity such as restructures, TUPE and contractual change in a compliant and effective way. This may include providing practical guidance, coaching and support to help managers prepare for formal meetings or hearings, and, where issues are complex or high-risk, offering proportionate support before or during key meetings as appropriate, while ensuring managers develop the confidence and capability to lead people management processes themselves.

**In this job you will need:**

You must be able to demonstrate the following essential requirements:

- CIPD Level 5 qualification or relevant degree, or equivalent knowledge and experience.
- Experience of providing high-quality professional HR & OD interventions related to complex, sensitive and high-risk workforce issues or organisational development needs.
- Experience of contributing to operational or organisational development transformational workstreams.
- Experience of providing advice and support on complex organisational change matters or organisational development needs. This may include service redesign, TUPE, changes to terms and conditions, or OD interventions to enhance engagement, wellbeing, learning and development, and talent or workforce development.
- Experience of working collaboratively with senior stakeholders, specialists and partners to align operational delivery with strategic priorities.
- Experience facilitating group sessions, training, workshops or events, both face-to-face and virtually.
- Experience of working in a fast-paced environment where priorities change rapidly and complex issues need timely resolution.
- Experience of utilising workforce data and people insights to inform decision-making, identify risks and shape interventions.
- Experience of line managing and developing staff, including capability building, wellbeing, performance and supporting staff through change.
- Excellent leadership, communication, negotiating and influencing skills, with the confidence to provide challenge and drive improvement.
- Ability to contribute to policy development, implementation and interpretation.
- Demonstrable commitment to continued professional development and a desire to build on existing skills and knowledge to meet changing service needs.
- A sound understanding of HR & OD policy and of local government and schools' terms and conditions, practice and governance, and

understanding of best practice and relevant legislation where appropriate, with the ability to apply this knowledge consistently and appropriately across a front-facing service.

- Strong decision-making ability, using sound judgement, evidence and risk awareness to provide solutions that balance operational needs with fairness and consistency.
- Ability to maintain confidentiality, handle highly sensitive information and operate with integrity and professionalism.
- Good 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.

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| **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." |