

ROLE PROFILE

Role Profile			
Job Title	HR Business Partner		
Section	Business Support	Department	Workforce & Brand
Reports to (Job Title)	Head Of HR Services		
Suitable for Job Share (Y/N)	N	If No state reason	Requirement to provide a consistent service to customers owned by the post holder.
Location	Office and remote working	Shift Pattern	Flexible 37 hours per week, between hours of 7.30am – 7pm. Hours as per company terms and conditions.

Job Purpose	Supporting the Head of HR to deliver an exceptional HR service by leading on and exemplifying exceptional HR practice based on policies, programs and services that contribute to both organisational values and business objectives.
Key Competencies and Outputs	<p>Acts as an HR partner for both Delt and our customers on all staff matters providing expert advice and support on all employment and workforce matters including complex employee relations cases, support and coaching on performance and HR policies and processes.</p> <p>Leads a team of 5 HR support roles in all aspects of administrative support involved in the employee lifecycle; coaching, mentoring and proactive customer service.</p> <p>Provides expert advice and support on all employment and workforce matters ensuring compliance on legislative and regulatory matters.</p> <p>Seeks opportunities for collaboration between management, unions and other staff representative groups with the end goal of a productive and engaged workforce.</p> <p>Engages in workforce planning, maintaining an awareness of workforce demographics, bench strength and operational requirements. Develops strategies to address workforce gaps and works proactively to optimise talent.</p> <p>Assists managers and employees in understanding and applying HR tools, policies and procedures in order to maximise employee performance, achieve organisational effectiveness, improve employee engagement and ensure legal compliance.</p> <p>Supports line managers in absence management and educates employees and leaders on the importance of mental health and psychological well-being and their impact on organisational performance.</p> <p>Uses internal and external partnerships to identify business development opportunities within the context of the customer's environment.</p>

	Completes ad-hoc projects, reporting tasks as required with cross-functional teams, working on or leading projects/programmes.
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<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Demonstrable progressive HR experience required, with at least one prior leadership role.</p> <p>Experience working in a fast-paced commercial environment is essential, ideally combined with knowledge and experience working with education and/or public interest organisations.</p> <p>Minimum of a CIPD Level 5 Qualification.</p> <p>Strong employee relations experience ideally with skills in driving a partnership approach with trade unions and staff representatives.</p> <p>Demonstrates ability to develop strong and trusted relationships with key stakeholders in order to support and enable strategic business goals.</p> <p>Demonstrates confidence in handling ambiguity and fluid situations while applying common sense and pragmatism.</p> <p>Detail- and goal-oriented, with the flexibility to deal with multiple and changing priorities while focused on customer service and quality</p> <p>Strong communication skills and the ability to inspire confidence in customers from the advice given and commitment to task.</p> <p>The flexibility and willingness to work outside of core hours where necessary to deliver against the requirements of the role.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delts policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a people first environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>