

Job Title	Director of Human Resources & Organisation Development
Pay Grade	D2
Directorate	Resources
Division	Human Resources
Reports to	Corporate Director, Resources
Location	Civic Centre
<p>Role Purpose</p> <p>The Director of Human Resources & Organisation Development will:</p> <ul style="list-style-type: none"> • Lead the Human Resources and Organisational Development (HR&OD) team responsible for the strategic and general management of the HR&OD functions and leading the Council's strategic workforce planning and organisational development. • Lead on and deliver a professional HR&OD advice and support to the Corporate Strategy Board and elected members, as well as the lead for the corporate management of the Trades Union relationship. • Manage and be responsible for the strategic and operational delivery of the HR&OD division in line with priorities laid out in the Corporate Plan and departmental service plans, including the Occupational Health and Recruitment Services contracts. • Develop the Council's Human Resources and Organisation Development strategy, plan and processes, with a focus on developing a positive HR &OD climate during complex organisational change. • Develop and maintain effective working relationships with all relevant stakeholders both internally (with a client focus for internal departments and members), and externally (with Unions/government bodies/agencies). 	
<p>Job Context (Key outputs of team/role)</p> <ul style="list-style-type: none"> • Lead on and manage the key HR strategies for the LBH setting the strategic objectives and particularly the HR&OD functions including Workforce Planning and Resourcing, ER, OD/L&D, management of the Trade Union relationship, Recruitment Services Occupational Health and Payroll ensuring processes are followed in compliance with relevant LBH policies and procedures. • Identify the key Stakeholders and build effective working relationships with internal colleagues / clients across LBH to establish credibility and an appropriate customer focus, and with external service partners / agencies to ensure appropriate performance and improvement. • Establish HR&OD standards and key performance analytics and metrics to ensure the HR services can be effectively monitored performance in line with service targets, with particular emphasis on client focus and cost effectiveness. • Identify HR&OD processes and improvement priorities; develop methodology and implementation plans to streamlined processes, ensuring both effectiveness and efficiency, and to develop resolutions to current cases / processes that have too many 'touch points'. • Take responsibility for the effective management of a total revenue budget in the order of £1.5m, in 2019/20, contributes to the effective management of LBH's staffing budget of £90m and manage external contract service providers with annual spend in the region of £20m, including management of four direct reports and approximately 22 HR staff. • Take ownership of the commercial drive to increase Business Development activities of the of the HR&OD services in collaboration with colleagues as necessary and increase HR income generation potential. • Act as the LBH HR representative at national and regional events, meetings and working parties and is responsible for developing constructive working relationships with the LGA, 	

London Councils, the WLA and Council's strategic partners.

- Act as lead officer and directly advise relevant Chief Officers, Council Committees and panels including Cabinet and Scrutiny sub Committees and Council Members on strategic people management and other strategic policies and practices relating to the work of the Service.

Generic Duties

- Ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting and enabling equality of opportunity, promoting the diverse needs and aspirations of Harrow's community, ensuring equality and diversity is mainstreamed in all service/directorate activities.
- To ensure that the post holder complies with their responsibilities as laid out in the council's health and safety policy and takes an active role in promoting a positive health and safety culture.
- Promote and ensure participation in the Council's individual performance appraisal and development initiatives and information management best practice.
- To motivate, train, develop and performance manage staff to maintain an effective workforce capable of meeting its objectives.
- Develop the structures, systems and policies, necessary to support effective service delivery and to enable "continuous improvement".
- Formulate annual operational plans and budgets for the HR function/team so that there are clear priorities and appropriate resources are allocated to their achievement.
- Resolve the most complex issues within the professional area(s) managed so that they are resolved effectively and precedents are set for the resolution of similar issues.
- To develop / contribute to longer term (2-3 years) plans for the services managed so that they are developed in line with Council and Government priorities and customer requirements.
- Lead and manage the Service so that they are responsive to customer requirements, accessible to all areas of the community, and provide value for money. Where appropriate, and in conjunction with other service providers, to undertake joint planning of service delivery and/or for the closer integration of service provision.
- Prepare monitor and control the service budget to ensure that expenditure is in line with the agreed business plan.
- Manage inter-directorate and inter-agency projects undertaking leadership of multi-disciplinary and multi-agency teams to achieve agreed objectives.
- Ensure compliance with the council's information security policies and maintain confidentiality.
- Promote, develop and maintain effective contacts and relationships with customers, customer representatives, community groups, Council Members and service/operational partners, to facilitate service delivery, performance review and the continuous development of service provision.
- Ensure that capital expenditure, including all projects funded externally, is completed in accordance with agreed schedules.
- Implement, maintain and develop Performance Management Systems to meet Statutory and Corporate reporting requirements.
- Evaluate the environmental impacts of services and take action to minimise these impacts over time.
- Support the operation of local and general elections when requested by the Returning Officer
- Contribute to the overall management and strategy of the Directorate and Division.

Values, Behaviours and Equalities

We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:

Be Courageous, Do It Together and Make It Happen

These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.

Main Duties / Accountabilities

1. To play a full, active and constructive part in the work of the Council by leading on key issues which contribute to the development of the Council as a whole.
2. To provide direction, guidance and support to the Council, contributing to innovations on a Council-wide basis and leading organisational change.
3. Support the Corporate Director, the Chief Executive and the Corporate Strategic Board in their regular meetings and overall development of corporate performance culture and people management.
4. To promote a positive image of Harrow externally and represent the Council, where required, at local, regional and national events, meetings and working parties. Develop constructive working relationships with nominated officials from the LGA, London Councils, the WLA, Government departments and Council strategic partners. To be the lead officer for the Councils Workforce Strategy.
5. To represent and otherwise deputise for the Divisional Director, as required.
6. To be responsible for the provision of a comprehensive range of people management services throughout the authority and to provide the strategic and corporate lead on employment equality issues.
7. Develop effective working relationships with the Executive, and Overview and Scrutiny Committees and ensure that the corporate workforce planning and organisational development processes fulfil the Council's objectives and facilitate the appropriate input from both the Executive and Overview and Scrutiny.
8. To ensure that the Council's vision for its future is supported by robust people management and change management policies.
9. To drive forward a programme of change which seeks to improve the whole organisation's effectiveness.
10. To increase the skills base of employees to enable them to deliver high quality services and to reflect Harrow's desire to be seen as an employer of choice.
11. To establish and implement action to ensure that Harrow has a workforce that represents Harrow's diverse communities at all levels of the organisation.
12. To advise, support and assist directorates on the implementation, monitoring and evaluation of corporate organisational development policies, strategies and initiatives.
13. To lead and promote a positive corporate employee and industrial relations climate between all relevant parties.
14. To develop and co-ordinate the Councils' response to changes in legislation, regional and national terms and conditions, professional best practice central and other government initiatives and performance.
15. To ensure that satisfactory arrangements are in place to support all directorates in the provision of advice, guidance and support to managers and staff ensuring that Council policies and practices are applied equitably and consistently, and that the Council's position as an employer is properly protected.
16. To lead on the development and implementation of the Council's strategy for staff wellbeing.
17. To advise the Council of relevant legislation and appropriate action to address changes required in policy and practice.
18. To lead and support the Council in identifying and implementing appropriate strategies to ensure quality standards of service delivery and performance.

19. To support relevant and appropriate consultation in all matters relating to the work of the council with service users, staff, trade unions, voluntary and community organisations, partner and other stakeholders.
20. To manage pre-employment administration, including recruitment support and pre-employment references
21. To manage the payroll function in line with agreed performance measures for Harrow Council and external clients
22. To support the Employees Consultative Forum and Chief Officer Employment Panel
23. To advise, support and assist directorates in promoting staff wellbeing.
24. To monitor and manage the performance of the council's occupational health service (TBC) and employee assistance programme

Selection Criteria - Knowledge, Skills and Experience

Role requirements	Essential	Desirable
Excellent interpersonal skills to build a high degree of credibility and presence to negotiate, influence, inspire confidence and respect, to develop network within and outside of the council.	✓	
Significant knowledge and understanding of HR practices / and employment / recruitment / case management, including the revision of practice and team development.	✓	
Comprehensive knowledge and understanding of best practice modelling as it relates to HR related services with the issues and challenges affecting the delivery of value for money.	✓	
Significant experience of leading and managing a large HR Team in a large, diverse and complex organisation	✓	
Excellent written, verbal presentational and communication skills in particular with a wide range of audience from senior leaders to employees across the council.	✓	
Excellent organisational skills to effectively plan and handle workload with conflicting priorities as well as maintaining a balanced customer focus.	✓	
Strong analytical ability with attention to detail, specifically focusing on analysing and interpreting complex statistical data including trends and performance management data, with a view to producing accurate and meaningful reports.	✓	
Clear and robust understanding of the technical, and legal aspects of Employment policies and processes to ensure successful and robust interpretation and resolutions	✓	
Must have a clear understanding of the diverse nature of Harrow's communities and the implications for services delivered to residents and service users	✓	
Inclusive team worker who can foster partnerships, work collaboratively across teams to achieve desired performance and outcomes in a demanding and pressurised environment independently and as part of a team.	✓	
Ability to carry out duties outside normal working hours as may be necessary including response to emergency situations and the out of hours services	✓	
Ability to work efficiently and effectively in a demanding and	✓	

pressurised environment independently and as part of a team to contribute to the broader HR&OD agenda		
Demonstrate ability to build effective working relationships at all levels and across the organisation, with staff, members and the public.	✓	
Resourceful and pragmatic problem-solving skills	✓	
Competent in the use of standard computer systems and technical databases	✓	
Project management and delivery skills	✓	

Qualifications

Role Requirements.	Job specific examples (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or equivalent CIPD or has the equivalent relevant work experience.		✓	
Evidence of CPD		✓	

Other Requirements

The job involves travel for business purposes:

Manager Signature	Employee Signature
Job Title	Job Title
Date	Date