

People Advice and Guidance Adviser

People Services



CORPORATE SERVICES PEOPLE SERVICES	
Post Title	Grade
People Advice and Guidance Adviser	G8

Our Vision – A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes – Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values – Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and citizens
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Resourcing, Change Management and Health, Safety and Wellbeing. People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment Developing skills for now and the future, and Developing leaders for now and the future. All that we do focuses how on will we develop the right culture, support and skills to keep making a difference for Staffordshire's communities.

Reporting Relationships

Responsible to: People Advice and Guidance Team Leader

Key Accountabilities:

1. Be the first point of contact for all managers and staff across Staffordshire County Council, providing advice and guidance across the full range of People policies, procedures, systems, conditions of service, employment legislation and learning and development ensuring fair and consistent application.
2. Ensure that all queries coming into advice and guidance are acknowledged, categorised, prioritised and answered in a timely and efficient manner.

3. Explore any queries with customers to ensure full understanding of the issues and any implications for the business, to provide the most appropriate response for positive outcomes to the customer first time.
4. Ensure that the advice and support provided is customer and business focused, reflects the organisational values and is delivered in a proactive and positive manner.
5. Resolve queries at the earliest opportunity, escalating within the service only when further guidance/support is required whilst retaining ownership of the query from end to end.
6. Provide advice across the business, taking a proactive approach to the management of absence and employee wellbeing to help reduce sickness absence levels in line with local government benchmarks. This will include supporting any formal absence processes.
7. Maintain a database of all queries that come into the service ensuring that all personal data and information is handled in a confidential manner.
8. Support the People Advice and Guidance Team Leader with the monitoring and gathering of accurate data to analyse any trends and issues in relation to queries that come into the Advice and Guidance team, to help develop ideas and identify improvements for customers.
9. To draft and recommend frequently asked questions and guidance to the People Advice and Guidance Team Leader, to continually improve the information that is made available to our customers via a range of means including the intranet and digital technology.
10. Respond and resolve and/or escalate to the People Advice and Guidance Team Leader any Payroll and System issues and Shared Services issues as appropriate.
11. Deliver a service to meet established Key Performance Indicators to ensure an efficient and effective service.
12. Work with the wider People Services team to resolve issues and improve processes and understand what good practice looks like.
13. Ensure the Council meets its employer responsibilities in relation to People (HR and workforce) issues in SCC maintained schools.
14. Provide support to the People Services Operations Team as required.
15. Involvement in ad hoc admin and project work where required.

Service Accountabilities

- Coach and influence leaders across the organisation to build trust and cohesion and to consider the ethical impact of their decisions in the short, medium and long term.
- Role model and promote ethical leadership, professional principles and values across the service and wider organisation.
- Visibly role model your own professional development and promote a learning culture. Ensure continuing, personal and professional development, taking ownership and accountability for staying up-to-date and professionally registered with the CIPD.
- Champion the People Service and Strategy, driving discipline to support the People Services Operating Model including feedback and continuous improvement.
- Develop strong and effective working relationships with colleagues from across People Services, sharing knowledge and information to ensure the delivery of an excellent service to our customers.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities, Diversity and Inclusion

Ensure Equality, Diversity and Inclusion is an integral consideration within projects and everyday work.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.




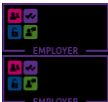
Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • CPP qualified and prepared to work towards CIPD qualification* • Active membership of the CIPD* <p>*This position works at Foundation Level of the CIPD Professional Map, which will be used for the postholders continuous professional development.</p>	A/I
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Previous experience of providing HR or similar advice and guidance in a customer focused environment • An understanding and experience gained within HR from your studies and/or work experience (HR Administration or Customer Service work experience would be advantageous) • Knowledge of current employment legislation, case law and good HR practice 	A/I/T
 	<p>Skills</p> <ul style="list-style-type: none"> • Excellent customer service skills and a 'can do' attitude • The ability to absorb, understand and interpret policy, process and data to provide efficient and effective advice for managers and employees across the Business • Focused and passionate about delivering high quality outcomes with a positive approach to getting the job done • Practical and logical; able to solve problems quickly • Resilient with an ability to manage time and workload pressures • Strong written and verbal communication skills • Demonstrate a proactive approach to Continuous Professional Development • Be able to apply technological solutions to problems and interpret a range of HR data • Competent at using Microsoft packages and other IT/HR systems • Ability to explore issues and understand underlying causes. <p>This post is designated as a casual car user</p>	A/I/T



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

