

People Advice and Guidance Assistant Grade 7

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

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.

About the Role

Support the wider People Services function by assisting all managers and staff across Staffordshire County Council, providing first line advice and guidance across the full range of People policies, procedures, systems, conditions of service, learning and development ensuring fair and consistent application. Ensuring Equality, Diversity and Inclusion is an integral consideration within everyday work.

Responsible to: Advice and Guidance Team Leader

Key Accountabilities:

1. Be the first point of contact for all managers and staff across Staffordshire County Council, providing first line advice and guidance (including highly emotive) across the full range of People policies, procedures, systems, conditions of service, 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 via the People Services Management system. Ensuring that all personal data and information is handled in a confidential manner and is accurate and up to date for reporting functionality.
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, ensuring this reflects the organisational values and is delivered in a proactive and positive manner. Including being the first response for high level emotional casework. Where appropriate handing over to Advice and Guidance Advisors/ Team Leader.
4. 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.
5. Support the Advice and Guidance Advisors and Team Leader with administration activities including the Deferred Pension process.

6. Develop strong and effective working relationships with wider People Service teams to ensure joint partnership working and to resolve issues and improve processes.
7. Promote Health & Safety policies relating to employee wellbeing, including providing advice to Managers on employee wellbeing and ensuring that the Council fulfils its legal obligations.
8. Support the People Advice and Guidance Team Leader with the monitoring and gathering of accurate data to identify 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. Continually improve the information and guidance that is made available to our customers via a range of means including the intranet and digital technology by making recommendations based on qualitative and quantitative intelligence, data, trends and queries.
10. Deliver a professional service to meet established Key Performance Indicators to ensure an efficient and effective service.
11. Ensure the Council meets its employer responsibilities in relation to People (HR and workforce) issues in SCC maintained schools by monitoring the school returns information and escalating issues to the Advice and Guidance Team Leader.
12. Supporting in ad hoc admin and project work by sharing insight into the data gathered through Advice and Guidance.

This post is designated as a casual car user.

Professional Accountabilities:

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

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.

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

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

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.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> Educated to A' level or equivalent qualification / experience CPP qualified or willingness to undertake. <p>CIPD Profession Map: This position is working at an Foundation level of the CIPD Profession Map which will be used to develop the post holder and assess performance</p>	<p style="text-align: center;">A A/I</p>
   	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Understanding of employment legislation and HR policies, procedures and initiatives. Experience of providing advice and guidance within a customer focused setting. Experience of working with a multidiscipline function. Experience of supporting improvements and changes to processes. Experience in the use of Microsoft and ICT systems Experience in a Customer Services or Business Support role Substantial understanding and experience of working in an administrative function 	<p style="text-align: center;">A/I A/I A/I A/I A/I A/I</p>
 	<p>Skills</p> <ul style="list-style-type: none"> Resilient with effective planning and organisation skills with proven ability to prioritise work, meet deadlines and adapt to changing and, or competing demands. Demonstrable communication skills; be able to effectively and confidently communicate to colleagues and customers Ability to provide advice with confidence by drawing conclusions from available resources. 	<p style="text-align: center;">AIT AIT AIT</p>

    	<ul style="list-style-type: none"> • Customer focused and able to deliver high quality outcomes with a positive approach • Practical and logical; able to solve problems quickly • Demonstrate a proactive approach to Continuous Professional Development • 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. • Ability to explore issues and understand underlying causes. 	<p>AIT</p> <p>AIT</p> <p>AIT</p> <p>AIT</p> <p>AIT</p> <p>AIT</p>
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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 Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team
01785 278300