

### Job Description

<b>Job Title</b>	HR Officer (L1)
<b>Grade</b>	I
<b>Responsible To</b>	HR Director
<b>Staff Managed</b>	None
<b>Job Family</b>	Central Team - HR
<b>Job Purpose</b>	To provide professional, high quality and responsive operational HR support across the Trust. The post holder will work alongside internal and external stakeholders to support the efficient and effective delivery of HR services.
<b>Job Context</b>	Works within the central team providing HR Support across the Trust with travel to various locations including external meetings and home visits. The role will at times have high caseloads with conflicting demands, challenging deadlines and requirements. There may be times when the post holder will have to deal with interpersonal conflict as well as occasional hostile reaction and unpleasantness, dealing with employees in difficult situations, e.g. disciplinary hearings. The post holder will be expected to answer complex, contentious and sensitive day to day employee relations queries.
<b>Accountabilities / Main Responsibilities</b>	
<b>Operational Issues</b>	<ul style="list-style-type: none"> <li>● To advise and support managers, Principals/Head teachers, Governors and Trustees in response to all HR queries.</li> <li>● Ensure that advice is professional, appropriate and proportionate to each situation. Use professional knowledge and experience to ensure that risk is assessed and where the risk is high to the Trust, refer and ensure that appropriate support is in place from HR Support.</li> <li>● Ensure that Hearing Managers and Appeal Managers are fully briefed on the process and best practise, to ensure consistent application of policy and give advice in line with statute law where standard policy does not cover the issue.</li> <li>● Guide, advise and support investigating managers to conduct a full, fair and thorough investigation in line with the appropriate procedure.</li> <li>● Take a proactive lead in supporting Principals/Head teachers in the management of attendance of all staff including attendance review meetings, occupational health referrals, home visits, risk assessments and phased return to works plans. Utilise data to identify triggers for staff absence.</li> <li>● Provide training, coaching, support and advice to Principals/Head teachers, Trustees, Governors and Managers to support the consistent application of policy and best practice of HR Issues</li> <li>● Support the recruitment &amp; selection procedure across the Trust including induction programs (Central Team and Schools/Academies)</li> <li>● Supports with restructure, reorganisation and change management across the Trust (Schools &amp; Academies)</li> <li>● Administration to support HR Function</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>● Provide a professional, approachable and knowledgeable HR service to all academies within the Trust</li> <li>● Regular contact with Principals / Head teachers, Managers and employees to provide advice on all aspects of operational HR work – need to ensure that successful, positive working relationships are established and the confidence from these stakeholders in the advice given.</li> <li>● Regular contact to maintain positive working relationships with external service providers such as payroll, Occupational Health to ensure a high-quality service to all schools / academies.</li> </ul>

<p><b>Partnership or Corporate Working</b></p>	<ul style="list-style-type: none"> <li>● Work on a daily basis with the HR Director to ensure that a high-quality HR provision is provided to Trust schools/academies.</li> <li>● Work daily with other members of the Central Hope Team including CEO, Finance Director and others to ensure a joined-up team approach.</li> <li>● Advise and support Governors but also Trustees on any operational HR matters, including supporting at hearings under HR policies and procedures and attending governor meetings when necessary.</li> <li>● Multi-site organisation – support and guidance to those staff with a HR element to their roles in individual schools/academies.</li> <li>● Work with external consultants that may be brought into the Trust to support specific projects.</li> <li>● Work with other relevant authorities, departments, solicitors regarding conversions of schools / academies into the Trust.</li> <li>● Attend HR working group meetings as required.</li> <li>● Attend JNCC union meetings as required.</li> </ul>
<p><b>Skills Development</b></p>	<ul style="list-style-type: none"> <li>● Support with on-going development of the central HR Trust team, taking on specific project work to establish and deliver a responsive, professional HR Service.</li> <li>● Feed into the development and revision of HR policies, procedures, and toolkits. Support the introduction of new or revised policies and processes including delivery of workshops to ensure managers are equipped with the relevant information.</li> </ul>
<p><b>Safeguarding</b></p>	<ul style="list-style-type: none"> <li>● Maintain Trusts Single Central Record – Undertake audits of schools/academies Single Central Record as required.</li> <li>● To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.</li> <li>● Know about data protection issues in the context of your role.</li> <li>● Maintain confidentiality as appropriate.</li> <li>● Have an awareness and basic knowledge where appropriate of the most recent safeguarding legislation.</li> </ul>
<p><b>Systems and Information</b></p>	<ul style="list-style-type: none"> <li>● Working within the HR Team to develop management information systems to support the Trust and its academies.</li> <li>● Provide useful, meaningful and relevant data to support operational HR elements of the service.</li> <li>● To utilise key HR systems and promote the benefits of the systems with Managers. Support Managers to use systems and monitor compliance.</li> </ul>
<p><b>Planning and Organising</b></p>	<ul style="list-style-type: none"> <li>● Support the project management of new schools looking to join Hope Learning Trust including the gathering and assessment of Due Diligence information on new schools</li> </ul>
<p><b>Data Protection</b></p>	<ul style="list-style-type: none"> <li>● To comply with the Trusts policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.</li> <li>● Know about data protection issues in the context of your role</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>● Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.</li> <li>● To work with colleagues and others to maintain health, safety and welfare within the working environment.</li> </ul>
<p><b>Equalities</b></p>	<ul style="list-style-type: none"> <li>● We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.</li> <li>● Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement.</li> <li>● Develop own understanding of equality issues.</li> </ul>

<p><b>Flexibility</b></p>	<ul style="list-style-type: none"> <li>● Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances.</li> <li>● Reasonable additional duties commensurate with the grading of the job role may be requested from your line manager.</li> <li>● Permanent &amp; significant changes would be subject to consultation. All staff are required to comply with Policies and Procedures</li> </ul>
<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>● The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.</li> <li>● The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.</li> <li>● Understand your own role and its limits, and the importance of providing care or support.</li> </ul>

### Person Specification

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<b>Grade</b>	I	
<b>Responsible To</b>	HR Director	
<b>Staff Managed</b>	None	
<b>Job Family</b>	Central Team - HR	
<b>Essential</b>		<b>Desirable</b> (if not attained, development may be provided for successful candidate)
<b>Knowledge</b>		
<ul style="list-style-type: none"> <li>● Good working knowledge and understanding of employment legislation and demonstrable practical experience of applying this</li> <li>● Knowledge and understanding of HR policies and practices</li> </ul>		<ul style="list-style-type: none"> <li>● Knowledge of Schools or Local Authority terms and conditions.</li> </ul>
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Demonstrable experience as an operational HR Advisor within a unionised environment.</li> <li>● Ability and experience to coach managers</li> <li>● Ability to develop, facilitate and deliver training as required.</li> <li>● Ability to plan, monitor and prioritise own work, quickly identifying high risk cases and support as required.</li> <li>● Ability to work to and meet deadlines and performance targets without direct supervision</li> </ul>		<ul style="list-style-type: none"> <li>● Experience of working in education</li> </ul>
<b>Occupational Skills</b>		
<ul style="list-style-type: none"> <li>● Must be able to analyse information and make sound, rational decisions</li> <li>● Excellent oral and written communication skills</li> <li>● Excellent interpersonal skills.</li> <li>● Time management skills</li> <li>● IT / HR Systems</li> </ul>		
<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>● CIPD Qualification - Associate Membership</li> </ul>		<ul style="list-style-type: none"> <li>● Appropriate first aid training (<i>dependant on the school's needs</i>)</li> </ul>
<b>Other Requirements</b>		
<ul style="list-style-type: none"> <li>● Enhanced DBS clearance</li> <li>● Tact, diplomacy and initiative</li> <li>● Commitment to customer orientated service delivery at a high level.</li> <li>● Be flexible and work as part of a team.</li> <li>● Can positively lead and implement change in line with agreed plans to ensure the continuous development and improvement of the service, meeting the Trust's and school's / academy's objectives.</li> <li>● A positive professional who can adapt to change</li> </ul>		