

People Consultant - People Services

Department: Cabinet Office

Division: People Services

Reports to: Business Partner

JE Ref: COO534.2

Grade: Linked CS09-CS10 **JE Date:** 12/07/2024

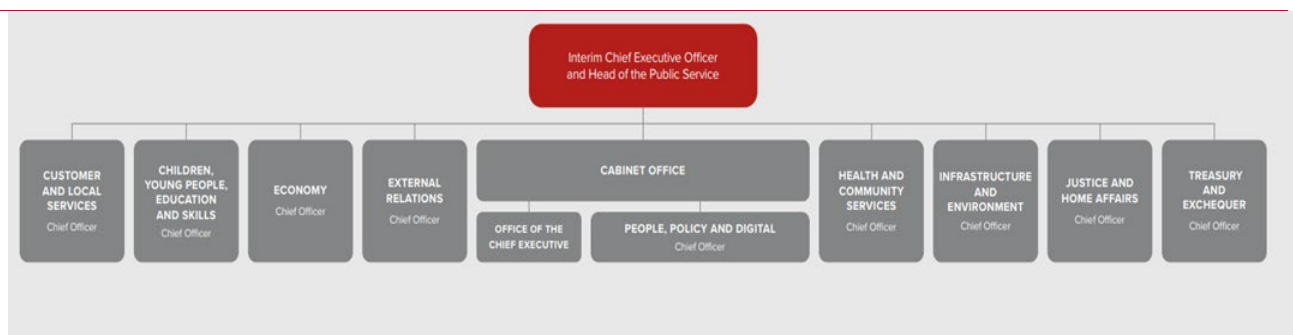
Job purpose

The Consultant role is link grade of 9 and 10. Consultants who are newly appointed into will be a grade 9. To reach a Grade 10 Consultants will need to demonstrate their relevant experience in role post qualification through a progression panel.

Consultants provide advice and support to departments based on a full understanding of a professional or specialised field, planning and continuously improving service provision within established procedures and clearly defined government policy. They provide a high quality, professional and creative consultancy service to clients on the whole range of people issues. Consultants are highly effective in their professional or specialised field and their work will involve contributing to policy development and responding effectively to changing government priorities and emerging themes. They will interpret and assess customer needs, identifying trends, generating ideas and solutions which may have a broad impact, for example across departments.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.



Budgetary Responsibility

Shared: £11m

Consultants may lead teams of between 2 and 3, Advisers and Assistants. Those that do not directly line manage a team will be responsible for commissioning activity and overseeing delivery in a matrix structure of management.

Job specific outcomes

1. Provide specialist/professional advice and recommendations within specific parameters and professional guidelines to meet service requirements working within the relevant service agreements.
 2. Design and/or deliver a variety of service improvements to maximise service quality, efficiency and continuity and provide solution-based advice in relation to all people matters.
 3. To advise on contentious and complex areas of work, including restructures, redundancies, disciplinaries, grievances, underperforming staff and absence management. This includes designing and advising on strategy and ensuring that people policies and procedures are followed.
 4. Manage the successful delivery of people projects and initiatives that support the business strategy set out in Business Plans.
 5. Monitor and maintain records/reports to meet internal and external requirements.
 6. Monitor and report on people practices across the organisation, ensuring an equitable and consistent application of procedures and policies.
 7. Conduct analysis, present results and put forward recommendations through briefings, presentations or written reports to inform decision making and provide timely and accurate management information required on all casework to ensure that progress against SLAs and Key Performance Indicators are monitored and reported on.
 8. Plan and organise workload priorities, determining individual and/or team objectives and activity scheduling to meet targets. Manage resources and workload effectively so that all deadlines are fully met whilst sustaining high levels of service.
 9. Work closely with Business Partners and specialists to help design pragmatic solutions to solve business problems, leveraging internal and external expertise.
 10. Liaison, communication and relationship building with other government departments and project working groups to support the achievement of objectives, initiatives and changing priorities.
 11. Work with line managers and trade union representatives to ensure the maintenance of a healthy employee relations climate. Consult as necessary with the People Advisory service and the Total Rewards team, as appropriate.
 12. Oversee resource allocation, including delegated responsibility for projects/budgets to support the achievement of objectives, where appropriate.
 13. Grade 10 Consultants will plan and organise individuals and their team to ensure work is integrated and co-ordinated in line with broad operational plans.
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Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge, skills in a similar or number of different roles or Ordinary / Honours Degree or equivalent (including professional accreditation with CIPD) and experience of personal development in a similar or related role(s).	
Knowledge	Thorough knowledge and understanding of work practices, policies and procedures relevant to the role, which may include broader sector/commercial awareness Detailed operational knowledge of systems relevant to profession and/or specialism in terms of functionality and capability and/or detailed knowledge of work area	
Technical / Work-based Skills	Analytical and problem-solving capability Ability to manage and control assigned budgets in accordance with government policy and procedures, where appropriate Understanding and application of 'best practice' in terms of employment policies, practices and procedures Up to date knowledge of employment legislation Effectively analyse complex and sensitive information	
General Skills/Attributes	Highly effective communication and interpersonal skills Proven people management skills Commitment to equal opportunities Calm and can deliver effective outcomes under pressure. Commitment to continuous professional development and self-improvement	
Experience	Experience of planning and progressing work activities within professional guidelines or organisational policy, applying initiative and independent judgement Experience of successfully resolving a variety of employee relations issues, working in an HR environment Experience of successfully managing projects. Experience of providing management information in both statistical and written form	

	<p>Appropriate questioning and the role of Influencing and negotiating with others in relation to appropriate courses of action</p> <p>Manage own workload effectively including the ability to focus on conflicting priorities</p> <p>Effective team member and able to work on own initiative</p>	
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Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.