

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	People Consultant
Grade	PS9	Reports to (role title)	People Consultant Lead
		Directorate/School	Resources
JE Band	314-370	Service/Department	People and Change
		Date Role Profile was created	Aug-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The People Consultant will be highly proactive People Professional with a commitment to continuous improvement, professional development and an influence for best practice.</p> <p>They will confidently manage all aspect of employment relations including, but not limited to, disciplinary, grievance, capability, absence, performance, probation, whistleblowing. They will support organisational change and restructures with ease, enabling the organisation to implement change successfully.</p> <p>Applying coaching techniques and questioning with managers, colleagues, and stakeholders is integral to the expected standard of practice. They may also mentor junior colleagues to support their development.</p> <p>They will manage complex case work with stakeholders spanning the full range of People and Change matters across all areas of the organisation.</p> <p>They will ensure employment relation support to the organisation, is consistent and a positive experience for all stakeholders. Ability to identify and navigate risks quickly with clear direction with an outcomes focused approach.</p> <p>Leading project workstreams for service improvement will require working closely and in collaboration with peers across People and Change as well as colleagues across the organisation.</p> <p>The People Consultant will demonstrate resilience in the face of setbacks, uncertainty or ambiguity in order to seek a resolution. They will act as a critical friend, provide skilled coaching techniques, influence with confidence and maintain momentum on all areas of work.</p>
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Work Context	<p>The People Consultancy team is part of Business Partnering and Employment Practice within the People and Change Service. The team is managed by the People Consultant Lead.</p> <p>The team supports the council in achieving its ambitions for the benefit of Surrey residents. It drives transformation and organisation-wide cultural change and works in a culture that:</p> <ul style="list-style-type: none"> - is enabling and facilitating; - makes decisions based on evidence; - looks ahead through scenario planning and future proofing; - is confident and risk aware; - provides constructive challenge based on their understanding of service need and drivers; - and is outward looking and driven to achieve. <p>Our cultural outcomes describe how it should feel to work at SCC. They sit alongside the values which show what we care about. Our People Strategy enables us to deliver our Organisation Strategy by empowering our people to reach their full potential. The Delivery Plan sets out how we will achieve our cultural outcomes by developing our workforce.</p> <ul style="list-style-type: none"> - Inclusive and compassionate - Collaborative and trusting - Ambitious and outcomes focused - Inventive and dynamic <p>The People Consultancy teams primary function is to provide employment relations advice and guidance to the organisation that is compliant with policy, legislation, best practice and meets the organisations needs.</p>
Line management responsibility if applicable	<p>No direct line management. Mentoring and coaching colleagues in the team.</p>
Budget responsibility if applicable	<p>None</p>
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers,

	<p>partner organisations, agencies and/or contractors to support and represent the team/service.</p> <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> * CIPD Level 5 qualification or demonstrable equivalent experience. * Highly credible and able to work collaboratively with senior leaders across the organisation. * Equipped with a "can do" attitude to problem solving in an innovative way with a solution focused approach. * Ability to provide effective coaching and mentoring to colleagues. * Willing and able to undertake reasonable travel around and beyond the county. * Be an active driver for change and transformation.

Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
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