

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	11BF	<b>Role Title</b>	Assistant People Business Partner
<b>Grade</b>	PS11	<b>Reports to (role title)</b>	People Business Partner
		<b>Directorate/School</b>	Customers, Digital and Transformation
<b>JE Band</b>	439-518	<b>Service/Department</b>	HR&OD
			Business Partnering and Employment Practice
		<b>Date Role Profile was created</b>	Apr-19

## 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.

<b>Role Purpose</b> including key outputs	<p>Work closely with People Business Partners to develop a deep and broad understanding of their areas(s) of the business in order to deliver business critical HR&amp;OD practice.</p> <p>Act as an agent of change, working across all aspects of their area(s) of the business and play a key role in the implementation and success of the people strategy.</p> <p>Enable business change through understanding culture, capability and structure whilst mitigating people risks and maximising benefits.</p> <p>Build trusted relationships with stakeholders at all levels in order to influence management practice and behaviours and create a better employee experience.</p> <p>Communicate with impact, making complex things clear to enable a way forward in line with the people strategy and business need.</p> <p>Use professional expertise and business knowledge to impact key areas, e.g. change management, organisational design and employee engagement.</p> <p>Work closely with People Consultancy, coaching and mentoring colleagues to ensure the provision of a seamless HR&amp;OD offer and improve practice.</p>
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**Work Context**

The HR&OD function 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:

- puts the customer front and centre;
- is enabling and facilitating;
- makes decisions based on evidence;
- looks ahead through scenario planning and future proofing;
- is confident and risk aware;
- and is outward looking and driven to achieve.

There is complete alignment of HR&OD with Recruitment and Resourcing and the function works closely with the Transformation Support Unit, Internal Communications and Engagement, Employee Services and Data Operations.

Assistant People Business Partners work effectively and collaboratively within specific business areas and work closely with People Business Partners and People Consultancy in order to offer a seamless HR&OD service.

Role holders use business specific and professional expertise to influence and drive the delivery of the people strategy.

Assistant Business Partners provide mentoring and coaching to People Consultants.

**Line management responsibility**  
if applicable

No direct line management, however will provide mentoring and coaching to People Consultants.

**Budget responsibility**  
if applicable

**Representative Accountabilities**  
Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making.

Service Delivery

- Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.
- Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.
- Ensure professional and quality service standards are maintained and applied within their area of activity.

Planning & Organising

	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured.</li> <li>• Lead major projects and reviews within a defined area of work to support and enhance service delivery.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; 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><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification or evidence of high level understanding of relevant business disciplines.</li> <li>• Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles).</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Proven ability to manage a wide range of complex projects or programmes.</li> <li>• Significant work experience at management level in one or more relevant specialist areas.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>* Chartered MCIPD, or working towards, or equivalent experience.</li> <li>* Natural relationship builder with a genuine desire to "get under the skin" of the business.</li> <li>* Solid background in generalist HR, or in-depth experience in a specialist area, with a leaning towards change management.</li> <li>* Ability to lead day to day HR&amp;OD operational business as well as specific projects.</li> <li>* Strong coaching and mentoring skills and a true collaborator.</li> <li>* Resilient, curious, adaptable and creative.</li> <li>* Willing and able to undertake reasonable travel around and beyond the county.</li> </ul>

**Role Summary**

Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.



