

London Borough of Redbridge Head of HR Services

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Description

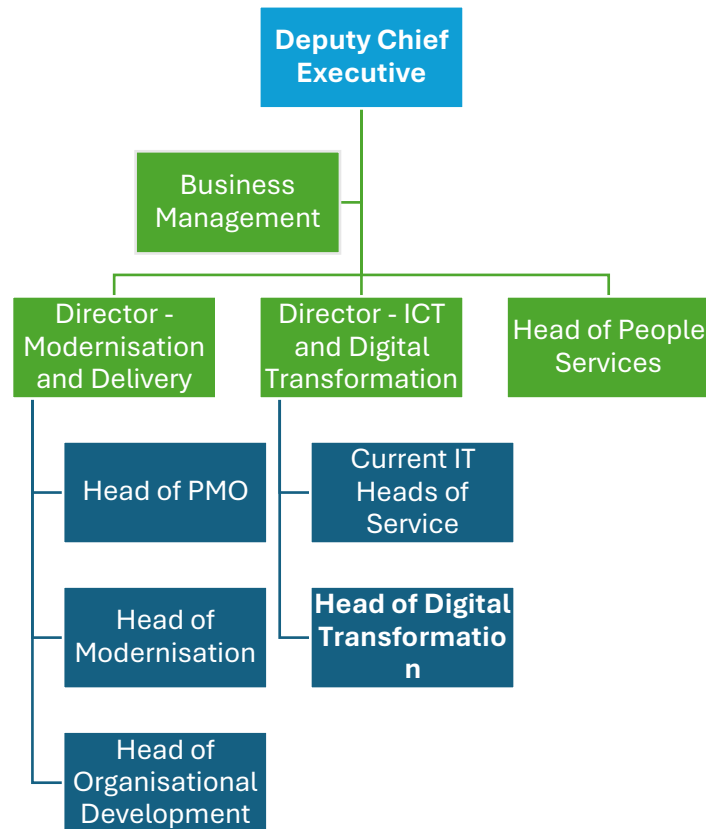
Job Title:	Head of People Services		
Accountable To:	Deputy Chief Executive		
Grade:	LBR24	Salary:	£96,861 - £100,671 inc. London Weighting
Direct Reports:	TBC	Total Staff & Budget:	TBC

Purpose of the Role

Reporting directly to the Deputy Chief Executive, this role is about ensuring that the emerging People Strategy of the Council is delivered – ensuring a modern and easy to use policy framework, excellent and timely approaches to case work, a great recruitment and selection service which ensures talent and diversity is brought to Redbridge, purposeful and constructive employee relations, as well as ensure excellent HR governance and administration across the organisation.

- Delivering the Council's **People Strategy** that feeds into the Council's overall Corporate Plan.
- **Leading and delivering an HR service** to a multidisciplinary organisation while providing highly effective management of the service in the challenging circumstances presented by an improvement phase.
- Providing **expert professional advice** to enable Elected Members, the Chief Executive, Directors and senior managers in all areas of HR, including the application of employment law, HR policy and best practice.
- Forming **strong relationships** with senior managers, Elected Members and Union representatives to ensure that the people perspective is fully represented in co-ordinated decision-making.
- To **contribute at both a strategic and operational level** in order to identify HR priorities and how they fit with wider organisational objectives.
- To uphold the Nolan [Seven Principles of Public Life](#).
- Effective **resource management**, including prioritisation, resource allocation, revenues and controlled spending while investing and spending for long-term value as well as near-term cost/benefit.
- To support a **culture of openness, inclusivity, learning and public service** and assure effective teamwork and corporate working.
- Impartially manage the **political interface** and overlaps of officers with councillors, codes, standards, protocols and respect.
- To support good and effective **governance** across the organisation.
- To ensure effective management of **risk, control and safeguarding**.
- To champion and embed a culture of **continuous improvement**, encouraging learning and curiosity.
- To **review instances of failure** of due process.

Directorate Structure Chart



Key Accountabilities

Corporate working

- To play an active **leadership role across the organisation**.
- **Brief and advise, as required, Elected Members, the Chief Executive, Executive Directors and other senior officers**, as appropriate, to raise awareness of emerging HR issues.
- The **lead HR professional** for the Council, expected to provide high profile direction, leadership and guidance to a range of staff involved in the day-to-day provision of HR.
- The **development of policy advice, guidance, and recommendations** for Corporate, Directorate and Elected Member bodies and leading the development of policy discussions affecting staff across the Council.
- Enabling the council to **recruit and retain** an effective, adaptable fit for purpose workforce, attracting the best talent available.
- Promoting excellent **employee relations** and employee **wellbeing**.
- To be the Council's lead officer for **employee engagement**, including engagement with trade unions, promoting and developing a culture of positive partnership working.

Politics and political interface

- Develop and maintain **effective working relationships** with elected Members.
- Promote a **culture of political awareness** amongst officers to help translate political will into appropriate future strategies and delivery of outcomes.

Good governance

- Development and implementation of relevant **systems, practice and frameworks** and embedding them in order to support the Council and its staff in decision making and performance management.
- Work to ensure that **legal, financial, procedural** and other provisions governing the affairs of the Council, are properly observed and that appropriate action is taken to protect the best interests of the Council.
- Work to ensure that **risks** associated with Council activity are effectively mitigated, including the risk of fraud and corruption.

Managerial Leadership

- Provide **professional leadership, support and development** to HR staff, to ensure that relevant professional standards are met.
- Refocus professional support and advice to changing and developing the organisation, and **ensuring that managers are sufficiently skilled and enabled to access appropriate guidance and information to manage their own workforce** issues locally.
- Ensure the **effective and efficient management of the service's budgets** with achievable plans in place to deliver the Medium-Term Financial Strategy.
- **Ongoing review of the Council's Occupational Health and Employee Assistance Programme (EAP).**

Partnerships

- Develop and lead **partnerships** with other agencies and public service providers on cross-cutting people management issues and initiatives, to build successful relationships, develop common goals and standards and achieve ambitious, improved outcomes for our residents and businesses.

Public Ethics

- Ensure that **ethical principles** around the rights and liberties of individuals, communities and the public good are embedded and upheld in Council staff resourcing.
- Ensure that fairness is observed in **equal treatment, equal opportunity, relational equality, and equity.**

Continuous Improvement

- Support a culture of **continuous improvement and innovation**, identifying opportunities for **income generation**, with plans for the effective implementation of **efficiency savings.**

Other Duties

- Support the Chief Executive in relation to **emergency planning** and resilience, providing support for the co-ordination of all measures to manage an emergency affecting the Council during the response and recovery phases.
- Demonstrate commitment and support for **safeguarding** the welfare of children, young people and adults at risk.
- Ensure all duties are carried out in **compliance** with the Council's financial regulations, policies for Diversity, Equal Opportunities, Risk Assessment, Health and Safety and all relevant statutory or professional requirements.
- Perform **any other duties** imposed by law, or which the Council may reasonably require.

Person Specification

Qualifications

- Qualified to Degree level (or equivalent experience).
- Membership of a relevant professional body (Chartered Member CIPD or above)
- Evidence of continuous professional development.

Knowledge

- Excellent understanding of the **legislation and case law relating to HR**.
- Up to date and relevant knowledge of **HR best practice**.
- Awareness and understanding of **local government operations** and how Council services interface with key public service partners e.g. police, health.
- **National and regional policy issues** which relate to local government.
- The **electoral basis of democratic legitimacy** and community engagement in the locality.
- Principles of organisational design and **management and staffing accountabilities**.
- **Workforce best practice**, including planning, strategies, equality, diversity and inclusion and service-specific operational workforce plans.
- **Good governance principles** in the corporate and public sector, as well as internal processes of scrutiny and formal checks and balances.
- Local Government **financial management**.
- Familiarity with **digital and artificial intelligence (AI)** and the application of technology-powered, new media enabled, but human-led services.
- Relevant statute, including **Civil Contingencies Act (2004)**, **Social Value Act** and local authority responsibilities.
- Local authority **safeguarding duties & responsibilities**.
- **Health & Safety** legislation.

Experience

- Significant experience of **leading or delivering HR services** at a strategic/senior management level and in advising at Committee/Cabinet/Board level.
- Proven experience of **developing and delivering strategies** (including but not limited to people management strategies) that support organisational ambitions and priorities.
- Experience of **senior management** in a large, diverse and complex organisation.
- Experience in the **formulation of policy, analysis, advice and implementation to senior managers, Members and partners** in a climate of legislative and organisational change, enabling managers to manage within fair, straightforward and efficient processes.
- Demonstrable experience of **engagement with high profile stakeholders in a political environment**, including politicians and unions.
- A successful track record of **working with partners** to negotiate, agree and influence outcomes to help further corporate objectives.
- Significant experience as **an efficient and effective people manager**, leading, motivating, managing and developing a professional function and teams to achieve desired outcomes.
- Experience of successfully **managing budgets** of a comparable scope and scale.
- A successful record of **delivering high quality professional and customer-oriented services**.
- Effective **performance management**: reported metrics of relative cost-effectiveness to comparators.
- Creating a **positive culture of learning and improvement**.
- Personal leadership in the achievement of **equal opportunity** in both employment and service delivery.

Skills and Abilities

- A **strong corporate player**, able to develop shared approaches with colleagues across the council and beyond and enable joined-up planning and shared values and objectives.
- **Creativity and imagination** in seeing new approaches, painting the vision, overcoming obstacles and showing that ambitious goals can be achieved.
- A high degree of **openness, honesty and personal integrity** with an ability to engender trust & confidence amongst peers, staff, residents & stakeholders.
- Ability to provide **inspiring leadership**, to **lead calmly and with clarity of purpose** in highly visible and accountable circumstances.
- An **enabler**, with the ability to manage a wide range of complex issues and agendas at the same time and drive change through **influence and diplomacy**.
- **Political acumen and sensitivity**, with the ability to develop productive working relationships with elected members and advise all political groups and the Council as a whole in an objective and bias-free way.
- **Tenacity and resilience**, for example challenging existing ways of doing things and raising performance and standards.
- Have a confident **communication style** and **negotiation skills** that motivates staff, fosters team working and improves organisational effectiveness.
- Able to **deescalate tensions and de-personalise conflict** between individuals and parties
- **Data literate and excellent analytical and creative problem-solving skills**, holding a systemic understanding behind the numbers, with an ability to cut through to the root cause of an issue, including an ability to analyse, calculate and manage **risks**.
- Able to balance **management grip and empowerment** commensurate to risk and its mitigation through internal controls.
- Ability to drive high quality, **high performing services**.
- The ability to **lead, develop and motivate staff and teams** to effect change and deliver improvement and achieve desired outcomes.
- Ability to work **collaboratively with stakeholders**, obtaining the trust of a wide range of individuals and organisations, working as part of multi-function teams.
- **Personal resilience** with the capacity to cope with ambiguity, uncertainty and pressure and the ability to work under public scrutiny whilst maintaining a sense of perspective.
- Personal commitment to **continuous improvement and the development of others**.
- **Commercial acumen** to understand and successfully exploit commercial opportunities.
- Ability to provide **timely, accurate and correct written and verbal advice** for Members, Corporate Leadership Team and Officers to develop and articulate the strategic direction for the organisation.

Additional Information

- The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.
**The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post*
- This post falls within the 'politically restricted' category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.