Role profile

**Senior Business Partner**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Human Resources & Learning and Development |
| **Reports to** | Chief People Officer |
| **Job family** | Professional and Technical |
| **Grade** | L |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date** | November 2022 |
| **JE Code** | JE1518 |

Key deliverables

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| **1** | Deliver an agile, responsive, and professional HR advisory service by working as a proactive strategic partner adding value and delivering effective business-focused solutions, providing expert and pragmatic advice in all areas of HR. |
| **2** | Establish and develop a trusted customer-focused relationship with directors and senior leadership teams of the assigned business areas to support the identification and delivery of service priorities, initiatives and agreed outcomes. Understand the business area’s objectives and challenges and enable effective people management solutions through technical expertise, advice and professional, intelligent challenge and influencing. |
| **3** | Contribute professional expertise to the development and implementation of the Council wide HR People Plan. |
| **4** | Line manage, coach and develop a flexible and resilient team of HR professionals, ensuring performance delivery is at a high-quality level. |
| **5** | Provide strategic and operational advice on escalated complex cases, including appeals, work performance, disciplinary, grievance, TUPE, absence management and whistle blowing cases. |
| **6** | Develop and maintain effective working relationships with key parties, including senior management and trade union representatives built on credibility, mutual trust and respect. |
| **7** | Work in partnership with managers and other HR professionals to drive organisational change and enable continuous improvement to services. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Educated to degree level or equivalent. CIPD qualified to current Level 7 and MCIPD or hold equivalent experience. |
| **2** | Extensive demonstrable HR experience with in-depth knowledge and experience of case work and change management initiatives and evidenced extensive experience of handling employee relation issues. |
| **3** | Extensive demonstrable knowledge of employment law. |
| **4** | Demonstrable experience of working with senior managers and in a business partner model. |
| **5** | Evidence of being a flexible, highly motivated self-starter, capable of working autonomously and also in a team. |
| **6** | Demonstrable influencing skills and ability to positively challenge across all levels of the organisation, particularly at a senior level. |
| **7** | Evidence of having excellent communication skills, verbally and in writing combined with strong interpersonal, consultative skills, with the ability to form effective working relationships with a wide range of audiences. |
| **8** | Proven confidence in managing conflicting priorities and pressures through effective decision making. |

Job family

**Professional and Technical (Grade L)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders report to a Director and are responsible for the development and implementation of strategy relating to several functions within that service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their area of influence within the service.

**The knowledge and skills required**

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and thorough understanding of external legislative and societal change. Also by a deeper understanding of the city council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing expert professional leadership across a number of functions.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with highly complex, pressing issues including service level change initiatives and risk management. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service’s composition, approach and operating procedures in accordance with wider goals mandated by the service directorate.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the city council’s reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence and reasoned argument. This will occur in written interactions but can also in face to face verbal exchanges where job holders will advocate the city council’s position in response to opposing opinion in a formal or informal setting.

**Decision making and innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level.

At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Director and will devise and implement strategic plans and policy in relation to several functional areas.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of whole classes of people - whether external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over several functional areas with differing specialties and employee profiles.

**Impacts and demands**

The combination of both tactical and strategic matters that job holders deal with means roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.