**JOB DESCRIPTION**

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| **Job details** | |
| Job Title: | HR Business Partner (Fixed term) |
| Salary: | £40,000 per annum pro rata |
| Hours/Contract: | 22.5 hours per week pro rata |
| Department: | Human Resources |
| Managerial Accountable to: | Head of HR |
| Location: | Hybrid (mix of onsite and offsite working) |

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| **Job Summary / purpose** | |
| This role is a key part of the HR function at Kernow Health CIC, primarily focused on providing comprehensive HR services to the Integrated Urgent Care Service (IUCS) while also supporting the wider organisation. Kernow Health CIC is structured into three directorates: Integrated Urgent Care, Integrated Primary Care, and Integrated Community Services. With over 350 employees and an additional bank of staff to support our operations and General Practice shareholders.  The ideal candidate will be a seasoned HR professional with the confidence and capability to work independently as well as collaboratively within a team. They will manage a diverse range of fundamental human resource tasks, people-related tasks and projects, with experience in sectors such as healthcare and call centres, or other large-scale employers where high volumes of HR queries are common, being particularly advantageous. | |
| **Primary duties and responsibilities** | |
| **Key Duties and Responsibilities:**  **Employee Relations (ER)**   * Manage a variety of ER cases within the IUCS directorate (and occasionally within other directorates), including absence management, performance issues, grievances, and disciplinary matters. * Oversee welfare management, Occupational Health (OH) referrals, risk assessments, and capability processes, ensuring timely and appropriate actions are taken. * Provide expert support to Kernow Health CIC (KHCIC) on complex ER issues, offering practical solutions and guidance. * Conduct prompt, thorough, and impartial investigations into sensitive employee relations matters, delivering objective recommendations based on the findings. * Collaborate with the wider HR team to coach and train people managers on effectively managing and resolving moderately complex ER issues, fostering a culture of proactive problem-solving and future proofing.   **Performance Management**   * Work closely with people managers to establish clear performance expectations, ensuring that teams are held accountable for achieving agreed-upon deliverables. * Provide ongoing support and guidance to managers, enabling them to address performance challenges in a constructive and fair manner.   **Engagement and Development**   * Contribute to the enhancement of people management skills across the organisation, promoting best practices and fostering a culture of continuous learning. * Act as a champion for continuous improvement, encouraging initiatives that enhance employee engagement, satisfaction, and overall organisational performance.   **Stakeholder Partnerships**   * Collaborate with the Head of HR to ensure consistent delivery of strategic HR objectives and alignment with organisational goals. * Partner with people managers to support the achievement of both strategic and operational targets, providing expert advice and guidance on HR-related matters. * Serve as a trusted advisor to employees, offering guidance and counselling to resolve workplace issues effectively. * Educate and support staff and managers in understanding and applying HR policies, procedures, and compliance requirements, ensuring clarity and consistency in practice. * Facilitate communication between staff and management, ensuring issues are escalated appropriately and resolved in a timely manner.   **Projects and Policies**   * Participate in and contribute to HR-related projects, ensuring alignment with organisational objectives and successful project outcomes.   **General**   * Foster a respectful, supportive, and collaborative work environment, where team members are courteous and sensitive to each other’s needs and concerns. * Demonstrate accountability and flexibility in your role, being willing to take on various tasks and assist colleagues as needed. * Engage in safe work practices, maintaining a focus on health, safety, and security in all aspects of your work. * Be open to constructive feedback and continuously seek opportunities for personal and professional development. * Contribute positively to the Organisation’s values and behaviours, ensuring transparency in processes and building confidence among staff, patients, partner organisations, and the public. * Promote a positive organisational image, upholding the reputation and values of Kernow Health CIC. * Ensure effective management of equipment and resources, promoting cost-efficiency and reducing waste in line with organisational policies. * Take responsibility for your own professional development, participating in annual appraisals and relevant training activities to meet the evolving demands of your role. * Ensure full compliance with all Kernow Health CIC statutory and mandatory training requirements, as well as adherence to organisational policies and protocols. * Align your personal objectives with those of the core team and organisation, contributing to the achievement of overall goals. * Demonstrate agility and adaptability in response to changing organisational needs, working flexibly to meet the demands of the service. * Perform any other duties reasonably required in line with your main responsibilities, as directed by your line manager. | |
| **Freedom to act** | |
| The post holder is expected to be able to work under their own autonomy delivering against the outlined duties and responsibilities but within a team environment. The team has agreed goals and deliverables which must be undertaken in a timely way against clear specifications. | |
| **Working conditions / effort** | |
| * A mix of working from home and office * Long term VDU/laptop use * Mental Effort (concentration, dealing with interruptions, need to meet deadlines) * Emotional Effort (exposure to distressing/emotionally demanding situations) * Travel requirements. | |
| **Values** | |
| Our shared values guide our actions and describe how we behave and how we make our business decisions, and we expect all employees to demonstrate its Values as follows:   * We have***Integrity***. We will be real, honest and authentic. * We are ***Ambitious***. We will seek new opportunities and not afraid to push boundaries. * We will be ***Responsive***. We will be proactive and responsive to our own and partner needs now and in the future. * We are ***Reliable***. We will be the trusted partner and for partners to know that we will deliver what we say we will. * We will be ***Creative***. We will look at different ways of working in the present and the future * We will always be***Professional***. Everything we do, we will do it well. We have high quality standards in all that we seek to achieve | |
| **Corporate requirements and Responsibilities** |
| **General**  **Confidentiality:** In line with the Data Protection Act 1998 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.  **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice.  **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.  **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training.  **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free.  **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.  **Please note:**  Rehabilitation of Offenders Act  This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. |

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| **PERSON SPECIFICATION** | | | |
| Post: | **HR Business Partner (Fixed term)** | | |
| All requirements listed in this specification are ‘Essential’ to the post unless indicated otherwise and will be assessed during the selection and interview process. | | | |
| ***Education / Qualifications and Relevant Experience*** | | **Essential** | **Desirable** |
| A Level 5 CIPD Qualification or equivalent operational HR experience | | √ |  |
| At least three years of HR experience with an ER focus. | | √ |  |
| Good working knowledge and experience of current employment legislation and HR policies and procedures. | | √ |  |
| Proven experience of delivering a HR/People strategy. | | √ |  |
| ***Skills and Abilities*** | | **Essential** | **Desirable** |
| Excellent organisation skills | | √ |  |
| Excellent communication skills and a proven track record of building strong collaborative relationships with stakeholders at all levels. | | √ |  |
| Strong technical HR skills | | √ |  |
| Ability to deal with a wide range of tasks and meet competing deadlines | | √ |  |
| Ability to work independently or as part of a team | | √ |  |
| Able to work through tasks logically and systematically with attention to detail | | √ |  |
| Ability to maintain confidentiality | | √ |  |
| Ability to analyse data and summarise key findings | | √ |  |
|  | | √ |  |
| ***Personal Qualities*** | | **Essential** | **Desirable** |
| Can remain calm and focussed when busy | | √ |  |
| Able to work with people at all levels | | √ |  |
| Natural collaborator and team contributor | | √ |  |
| A high level of emotional intelligence as demonstrated by maintaining respect and empathy when confronted with challenging situations. | | √ |  |
| Honesty and openness | | √ |  |
| Sound judgment, high integrity and able to handle complex, highly sensitive and confidential information. | | √ |  |
| Can actively listen and operate with tact and sensitivity when passing on information | | √ |  |
| Takes ownership - a “can do” attitude | | √ |  |
| Flexible and adaptable especially when there are conflicting pressures | | √ |  |
| Has a proactive and continuous improvement mindset. | | √ |  |
| A direct style with a strength in developing trust, rapport and alignment across the organisation. | | √ |  |
| Able to navigate ambiguity within a fast-paced and changing environment. | | √ |  |
| ***Other*** | | **Essential** | **Desirable** |
| The successful candidate will need to be comfortable with working flexibly as areas of the business operate outside of the core 9 am - 5.30 pm hours. You may be required, on occasion, to work a later shift to support those who work at night or of a weekend. | | √ |  |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Postholder Name: |  |
| Postholder Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |