

## About our Department

The Office of Human Resources (OHR) sits within the Cabinet Office in the Isle of Man Public Service. The Department plays a key supportive role by working in partnership with other Departments, Boards and Offices to ensure the development of effective policies and the delivery of efficient public services that promote the Island's economy, quality of life and sense of community.

Within OHR our principal customers are the people who work across Government. We provide leadership for Government's HR community and supply managers and employees with a range of support, management information and advice services covering all aspects of employment. The HR Business team these roles sit within is led by Clare Conie, Director of HR Business.

## What is the role of Operational BP within HR Business?

HR Business has evolved to help achieve maximum impact to our customers. It is split into three teams who work across different departments and offices across the public service. The lead Departments under each team are DOI and DESC with other Departments, Boards and Offices split under these three areas. The new role of Operational HR Business Partner will be working collaboratively with their Strategic HR Business Partner in DOI and be responsible for the successful running of the HR Business Team delivering quality and effective service provision across the Public Service.

You will be ultimately responsible for leading your team - this means we will be looking for you to deliver high impact solution focused HR across Departments that will result in enhanced clarity and consistency of service; it will also involve the development of data to support business improvement.

Beyond that you will develop and deliver detailed knowledge of Departments to support people activities by collaborating with the Strategic Business Partner and other areas of OHR to ensure activities meet Departments needs and deliver the Public Service People Strategy. You will be supporting senior advisory issues to deliver direct support to senior leaders as well as taking part in SMTs.

Day to day, your responsibilities would include:

- Acting as a role model leader, maximising the contribution that HR makes throughout the Department both as the HR subject matter expert and through supporting, developing and measuring others.
- Leading on employment tribunal queries from your team, ensuring that the delivery of the Operational HR service is customer-focused, applying exceptional process and management to deliver.
- Supporting JNCs, researching people analytics for departments used to enable business improvement.
- Ensuring your team are delivering best practise HR advice and support.
- Driving HR initiatives to help further develop Departments performance.
- Dealing with complex casework, mentoring and developing team and managers to enable future improvement.

To succeed you will be a key contributor and influencer in the delivery of the People Strategy as well as the Departments strategy. You will be future focussed, inquisitive and open-minded and able to coach and influence senior colleagues. You will be able to understand the challenges presented by departments and the ongoing needs of operational HR.

## What does that involve?

Working with the Departments and the Strategic HR Business Partner the Operational HR Business Partner will be the thread for all HR operational people activities. These include employee relations, employee engagement, resourcing, employee and policy development, negotiating with our unions and dealing with complex industrial disputes.

You will be able to understand the challenges presented by departments and the ongoing needs of operational HR.

## What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
Extensive senior operational HR and employee/industrial relations experience.	E	CV/Interview
Excellent knowledge of IOM and UK employment law.	E	CV/Interview
Proven ability to coach and/or mentor managers.	E	CV/Interview
Listen with interest and treat others' views, concerns and suggestions with respect, patience and tolerance.	E	Interview
Actively seek and consider input from relevant internal and external stakeholders.	E	Interview
Encourage a culture of constructive challenge and invite input from others on their plans for the team.	E	Interview
Identify key issues to the Department at an early stage and define them clearly and concisely.	E	Interview
Manage conflict with tact and diplomacy.	E	Interview
Uncover the underlying issue even if it is uncomfortable, and fully resolve the problem.	E	Interview
Create a culture of inclusiveness - one team - one common goal.	E	Interview
Create a culture where all colleagues are encouraged to learn from mistakes.	E	Interview
Recognise their role in communicating key corporate priorities to their team, adapting the information they receive and their style of communication so that it is understood by all staff.	E	Interview
Take full responsibility for the work of their teams and agree challenging objectives for all, aligned with their overall goals.	E	Interview
Treat customers as their top priority and set a positive example to the team.	E	Interview
<b>Capability</b>		

Able to lead and manage ambiguity including outsourcing/redundancy across staff groups.	<b>E</b>	Interview
Have a reputation for integrity and achieving results.	<b>E</b>	Interview
Proactive and able to show initiative with a positive yet challenging style.	<b>E</b>	Interview
Able to work collaboratively in a fast-paced environment, adapting to change.	<b>E</b>	Interview
Confident working with senior managers to unblock issues and solve complaints.	<b>E</b>	Interview
Forward thinking of potential HR solutions relating to policy and employment law.	<b>E</b>	Interview
Agile in development of solutions.	<b>E</b>	Interview
Maintain a robust succession plan for their area, addressing the capability requirements needed to deliver future team objectives.	<b>E</b>	Interview
Be able to act or decide even when details are unclear, drawing together reasonable conclusions from a wide range of incomplete and complex evidence and data.	<b>E</b>	Interview
Accept accountability for solving complex problems using their specialist or professional knowledge.	<b>E</b>	Interview
<b>Character</b>	<b>E</b>	Interview
Perform consistently during pressured situations or crisis, maintaining standards of performance and behaviour.	<b>E</b>	Interview
Recognise the strengths and development needs of their area and work hard to address them in a collaborative way.	<b>E</b>	Interview
Discuss issues honestly with the team, sharing the information they have.	<b>E</b>	Interview
Show persistence and perseverance in overcoming major obstacles or long-running problems.	<b>E</b>	Interview
Be enthusiastic and interested in one OHR and what it can achieve, creating a strong sense of unity.	<b>E</b>	Interview
Talk with passion about the vision for their area and how it will benefit the Isle of Man.	<b>E</b>	Interview
<b>Other requirements</b>		
Isle of Man Worker.	<b>D</b>	Application