

Created	June 2015
Updated	February 2021



Care

Respect

Listen

Do the right thing

Job Profile

Job Title:	HR Business Partner
Reporting to:	Senior HR Business Partner
Location:	Plumer House

Job Purpose

To be a flexible professional resource in the delivery of a Human Resources service to managers of PCH which supports them in delivering the business plan through motivated and high performing staff, and by the development and use of policies and systems which are aligned to our business needs.

Main Duties and Responsibilities

- Deliver an operational HR service to all business areas, to include; recruitment and retention, talent development, case management and performance management.
- Promote a professional and effective HR service, ensuring that the role of HR Business Partner is conducted to the highest standard.
- Advise, assist and support business leaders and managers in all areas of HR e.g. disciplinary, capability and grievance issues, team building and effectiveness, recruitment and training.
- Promote good employee relations throughout Plymouth Community Homes and actively promote the values of Care, Respect, Listen and Do the Right Thing.
- Understand, support and contribute to the organisations People Strategy
- Work with senior managers to assess and prioritise workforce plans and needs.

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- Advise, assist and support senior managers in the HR aspects of organisational development and change management, such as mergers, restructures and TUPE activity.
- Provide assistance in developing and implementing key areas of Human Resources strategies, policies and procedures.
- Work with the Head of HR and other HR team members for the benefit of Plymouth Community Homes.
- Promote and maintain a customer-aware focus to the team's HR activities.
- Gain a thorough understanding of the Plymouth Community Homes business and wider social housing objectives.
- To be responsible for your own continuous professional development to meet the changing demands of the post and legislation including participation in learning events.
- Actively promote the organisations policies for equality, diversity and social cohesion and to champion the role of achieving social change through our people.

Data Management

- To monitor and support the HR Advisers with the production of Operational reports on a regular basis, to include sickness absence, flexible working requests and formal case work.
- To analyse and understand data rich reports in order to highlight trends or concerns and to inform HR practice.
- To maintain confidentiality of information and ensure compliance with regulations relating to access and processing of personal data, guiding members of the HR team where appropriate.
- To provide Investigatory reports in line with the Disciplinary, Grievance and Managing Attendance Procedures working in conjunction with relevant Managers. Also to review HR team members' reports to ensure they are fit for purpose and appropriate.

No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities of the role within the organisation.

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PERSON SPECIFICATION
HR Business Partner

Requirement	Essential	Desirable
Experience	<p>Considerable or proven operational experience within a busy HR environment at HRBP/AHRBP level.</p> <p>Dealing with sensitive queries by telephone, letter or in person.</p> <p>Processing formal and/or legal documents.</p>	
Knowledge	<p>Understanding and working knowledge of a HR IT System.</p> <p>Thorough and up to date knowledge of employment law and HR practice.</p> <p>Good knowledge of the principals of business partnership and what that means for HR professionalism.</p>	
Skills / Abilities	<p>Proficient in the use or Microsoft packages.</p> <p>Ability to produce useful reports, including reports from digital data sources.</p> <p>Methodical and organised approach with a keen attention to detail.</p> <p>Ability to process “quick turnaround” tasks.</p> <p>Proven ability to juggle competing priorities and manage fluctuating workloads.</p> <p>Use appropriate initiative within the bounds of job responsibilities.</p> <p>A good, supportive and flexible team player.</p> <p>Confidentiality, sensitivity and discretion are required at all times.</p>	

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	<p>Proven ability to operate in liaison with other support specialists and customers whilst safeguarding the values of the section.</p> <p>A flexible approach is required.</p> <p>The ability to gain and maintain credibility & trust from managers at all levels.</p> <p>Committed to a Customer Service philosophy.</p> <p>Passion for delivering a high quality HR contribution to the business.</p> <p>A “can do” approach to supporting the interests of the business.</p>	
Qualifications	<p>GCSE (or equivalent) at Grade C in Maths & English Language.</p> <p>CIPD Part/fully qualified or equivalent.</p>	
Physical Requirements	<p>None.</p>	

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfil the criteria for, and undertake the duties, of its jobs.

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

2. Standards of Business Conduct

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PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

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PCH Competency Framework

	Competency	The PCH Colleague
Leadership	Supporting employee growth	Keen to learn more about their role and the organisation and to build and acquire new skills and knowledge. Actively takes part in training opportunities they attend or take up.
	Interpersonal style and integrity	Has an enthusiastic and positive “can do “ attitude. Takes pride in doing a good job and contributing to PCH success and tenant satisfaction. Has good working relationships with colleagues and managers. Acknowledges the contribution made by others.
	Setting and monitoring direction	Understands the job and the performance standards required. Thinks about what they are doing and takes action to correct or improve their performance. Is eager to learn new skills and do new things, checks and asks for help at the right time.
Driving Business Performance	Quality and Standards	Understands what high quality customer service looks like and constantly aims to deliver this. Thinks about how they can improve their contribution. Works accurately.
	Strategic Focus	Understands the key components of the business plan and makes a connection between this and the work they do. Recognises how their role fits into the “big picture”
	Understanding our business	Understands the role of the social housing sector and how it operates. Understands how their job fits into the business and that doing a good job themselves makes it stronger.
	Planning and organising	Can organise their work effectively on day to day basis and can plan and manage their time to deliver agreed targets.
	Problem solving/ decision making	Thinks about how things are done and how to improve. Open to new ways of working. Suggests areas for change that may help us provide a better service or be more efficient.
	Managing change	Accepts that change is a function of continuous improvement. Is comfortable with change and looks to use it as an opportunity to improve performance and the service we give.
	Communications and influence	Listens to managers and colleagues. Shares information to the right people at the right time. Aims to ensure key messages are delivered in a clear and timely way. Sees communication as a 2 way process.
	Managing finance, resources and risk	Understands the impact of their work and the choices they make on our costs. Tries to give value for money to the company and customer
Part of the Team	Digital Literacy	Takes ownership and responsibility for good customer service. Has good working relationships with customers, courteous and helpful, follows the Mary Guber principles. Manages customer expectations and keeps promises made. Sees things from a customer perspective and learns and improves from customer feedback.
	Team working	Plays an active part in making their team successful. Puts team above self. Carries out their role effectively and supports colleagues. Contributes actively to team meetings and activities.
	Partnerships	Understands that a successful Social Landlord needs social partners to make things happen and cooperates with them when necessary and appropriate
	One organisation	Embraces the values and beliefs of PCH and demonstrates them in their day to day performance of the role. Good ambassador for PCH and tells others good things about us.
	Diversity, community and society	Understands that we are all different and might need a different approach or some consideration to achieve the same goals.

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