UNIVERSITY OF WARWICK

Job Description

Job title	People Partner
Department	People Team
Grade	FA7

Job purpose (a brief summary of the role)	People Partners are responsible for providing high quality, effective and seamless people support, coaching, influencing, challenging and advising leaders of all levels on a broad rang of staffing issues, including all aspects of employee relations, organisational development, change and performance management, disciplinary and grievance, recruitment and well-being. People Partners are aligned to either a School/Faculty Hub, or a specific area of Professional Services in a matrix way of working, also working closely with their colleagues in the rest of the People Partnering and Advice team, People Operations teams and Centre of Excellence as required to collectively deliver an excellent People service to the University. **Team/Function Overview** The People Partnering and Advice team are part of the People Operations function and are the first point of contact for leaders regarding enquires, case management and partnering support. The team offer guidance on policy and employment related issues, accurately documenting all enquiries and ensuring quality, whether the service is provided in-person or digitally. They work in a matrix way of working, working pro-actively with the relevant Strategic People Partner. People Partners are line managed, for pastoral, performance management and professional development needs by Heads of People Partnering & Advice, who will also act as gatekeepers for the promotion and implementation of consistency and standardisation in approach, and as an escalation point where needed. The People Operations team is driven by the need to deliver exceptional people operational services to the broader People Function and to all users at University of Warwick. They are responsible for the successful delivery and execution of People operational activities, ensuring alignment with policies and processes. This includes harnessing technology to drive the efficiency and effectiveness of the Service Delivery Model with consistent service delivery and a positive service experience for stakeholders. This should focus on providing a seamless service approach to the employee lifecycle, working closely alongside other People teams and functional areas in the University of Warwick to enable continuous improvement and standardisation of service.

Duties and responsibilities	**Role Accountabilities** ▪ Provide a comprehensive, professional and proactive people advice and support service to managers and staff in designated department(s) and teams, based on knowledge, experience and understanding of their needs. This will include developing and maintaining relationships with Heads of Department or their representatives, coaching and developing stakeholders in people management and leadership. ▪ Work as an integral part of the overall hub team supporting the school/faculty with their overall strategy and approach, applying a people lens to activity where needed. Understand the unique challenges and opportunities of the hub and create effective, tailored strategies and action plans to address these needs, collaborating effectively with the People Group's Centres of Excellence as required. ▪ As a member of the People Partnering & Advice team, provide insight from their hub area where appropriate and contributing to planning and implementing of University-wide changes e.g. to policy or process to ensure consistency and standardisation of approach wherever possible. ▪ Support other hub teams as required, for example when there is a resource issue or if additional support is required. ▪ Provide advice on employment issues such as grievance, harassment, disciplinary and ill health, in order to achieve resolution effectively and efficiently. ▪ Proactively manage cases, balancing internal and external risks with the need to resolve people cases expediently and liaising with the Strategic People Partner and ER teams as required. ▪ Build and maintain productive working relationships with the University's recognised Trade Unions. ▪ Ensure legislative and good practice guidelines are adhered to and l University policies are correctly followed, providing interpretative, pragmatic advice and local implementation to departments and teams, as appropriate. ▪ Provide an expert point of reference for managers and members of staff on conditions of appointment, pay and grading, recruitment and selection and other people-related matters. ▪ Working with the Centres of Excellence, create and deliver briefings and training sessions supporting stakeholders to enhance the hubs' people management capabilities. ▪ Contribute to the continuous development of People policies, processes, initiatives and services within the context of the University's People strategy, undertaking project work as required on behalf of the People Partnering and Advice team. ▪ Liaise with the Academic Processes team where appropriate to ensure vital academic processes, e.g. promotion, probation etc., are delivered consistently and to a high standard. ▪ Support People change delivery, working closely with the Organisation Design & People Change team, providing the specialist knowledge of their areas and providing the focal point of contact for the leaders of teams undergoing change. ▪ Provide reporting to the relevant school, faculty or professional service leadership teams, liaising with the Insights and Data Analytics team on a monthly and quarterly basis. ▪ In conjunction with the relevant Strategic People Partner, utilise detailed knowledge and understanding to effectively engage with senior leaders and managers to create, influence and present coherent effective strategies and people plans, responding to emergent trends and issues. ▪ Promote a positive and inclusive culture aligning to University's values, underpinned by innovative approaches to embedding DEI principles into all People Operations-related processes. ▪ Actively seek opportunities for professional development of self and others.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to degree level or equivalent.	A
E2	Postgraduate qualification in Human Resources or equivalent, leading to Level 5 CIPD Membership.	A
E3	Demonstrable ability to deal with high volume, complex queries, to enable / result in early resolution wherever possible.	A & C
E4	Demonstrable ability to provide expert, consistent policy and employment advice to a range of stakeholders with a detailed understanding of employment law.	A & C
E5	Strong team player, with the ability to effectively collaborate with team members and stakeholders incl. leaders, fellow members of the hub teams, People colleagues and employees.	A & C
E6	Ability to swiftly identify process inefficiencies and inconsistencies to implement streamlined and standardised processes and consistently meet key performance indicators.	A & C
E7	Demonstrable ability to interpret and communicate complex, sensitive and contentious information and data to a range of stakeholders.	A & C
E8	Strong organisational and time management skills.	A & C
E9	Outstanding written and verbal communication skills.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experience of successfully working in a trade unionised environment.	A & C
D2	Proficient in the use of People systems and technology, leveraging this knowledge to enhance service delivery.	A & C