

ROLE PROFILE

Role Title	People Business Partner	Reporting to	Head of People Services
Direct Reports	1	Dept/Pillar	People, Change & Assurance
Hours	37 (flexible)	Grade/Salary	£45,594 p.a.
Contract Type	Permanent		

Overview of my Role (what can I expect why does it exist?)

The People Business Partner is varied as it will be strategic and operational. You need to understand the organisation's strategy and goals, how the organisation works and its aspirations to develop. You can then develop 'people' solutions and that help drive objectives and improve performance, whilst enabling our employees to flourish.

Through building and nurturing trusted relationships collaborating with Leaders you will shape 'People Plans' aligned to the People Strategy and Organisation Objectives driving delivery and continuous improvement. Being connected and mindful of existing for our residents.

Your approach is anchored in mentoring and coaching and being a 'critical friend' to Managers. Demonstrating your understanding of the 'service/business' will be key to successfully partnering with credibility and professionalism. Using data and analytics that support business cases and decisions, resulting in evidence-based decisions and measurable outcomes.

Operationally, you will work across the full employee lifecycle, partnering and expertly advising all levels of managers to deliver modern people practices. Optimising technology, digital and self-service systems (e.g. HRIS & LMS) that are user-friendly and engaging and deliver efficiency. Developing modern policies that are legally compliant and culturally aligned to our values and vision, where we go beyond policy to do the right thing. In advising key managers you will consciously be building their skills and confidence to becoming inter-dependent with appropriate HR support as this is a key objective. Your interactions will inform you of what appropriate support is needed to add value and enhance organisational people management capability. The provision of appropriate supporting tools (guides, templates etc) aimed at developing and supporting confident managers will underpin and build as consistent an approach as possible. You will lead (direct), consult, commission, coach and collaborate and be able to 'switch' roles with ease.

This is a truly generalist and varied role, demanding a diverse skillset, relationship builder, creative, analytical, diligent, and forward thinking. Your CPD and finger on the HR pulse externally can leverage your influence and ability to adding value

My Team and being part of One Team?

You will be part of a small ambitious team wanting to build reputation and influence. This team is a key contributor to our One Team culture, new vision, and values, offering an exciting future journey.

Working closely within the People, Change & Assurance Directorate in addition to numerous senior leaders, varied stakeholders, and colleagues, you will role model the values and drive the People Plans linked to the People Strategy.

Your team embody Equality, Diversity, Inclusion & Belonging (EDIB) and are the 'conscience' of the organisation whilst balancing the needs of people and the organisation.

My Responsibilities and accountabilities (what will I be doing?)

HR Business Partnering & Strategic Support

- Understanding the organisation, the 'service' context, and the wider world of work
- Collaborating with senior leaders to understand workforce needs, supporting the development of people plans, projects, and goals that align with organisational priorities and the People Strategy
- Building trusted, partnering relationships with managers, providing expert HR/People management advice. Anchored in a coaching, mentoring and critical friend approach where challenge, influence, risk awareness are applied in equal measure.
- Using data, insights, and workforce metrics to inform options and decision-making, identifying trends, and recommending targeted interventions that can be measured.

Employee Relations & Policy

- Providing clear direction and advice to Managers on employee relations cases during the full employee life cycle. For example, work performance (capability), attendance (capability on health in relation to role), disciplinary, grievance, conflict, flexible working requests, change and redundancy, TUPE etc.
- Providing employee relations support in the form of appropriate documentary templates for example, letter templates, guides, forms, plans, projects, and system input etc. This is key to enabling policies and procedures to being fully and safely enabled.
- Providing expert advice on HR Policies and Procedures. Keeping managers informed of key employment law changes and best practice people management interventions.
- Contributing to the drafting, development, review and implementation of HR policies and procedures, ensuring they remain current, inclusive, and legally compliant.

Resourcing & Talent

- Collaborating with the Talent & OD Partner ensuring a sustainable and diverse future and current talent pipeline. Supporting the delivery of a modern, professional, attraction, recruitment and on-boarding experience for users (internal and external) that meets the needs of Teign Housing. Apprenticeships, succession, and workforce planning will be part of this.

OD & Culture (Organisation Development & Culture)

- Identifying learning needs and shaping development solutions with OD. Objective of building capability and contributing to organisational performance
- Supporting initiatives that drive employee engagement, wellbeing, and positive culture change.
- Promoting and role-modelling the vision and values of Teign Housing and contributing to embedding across the full employee life cycle, bringing new ways of working to life
- Promoting values-led leadership that is balanced with performance and exacting standards of customer service to our residents.

Change & Projects

- Partnering with managers to effectively support and enable change in all its guises, externally PESTLE (Political Economic, Social, Technological, Legal, Environmental) internally e.g. restructures, TUPE, systems, etc.
- Supporting the delivery of people-related projects such as EDI&B initiatives, digital HR improvement, wellbeing programmes, or culture development work

- Contributing to continuous improvement across the People Services team, helping shape a progressive and professional service

Systems, Data & Compliance

- Ensuring accurate HR data and records management in accordance with relevant legislation.
- Providing people performance reports, partnering with colleagues in BI to extract data efficiently
- Supporting compliance with employment law, safeguarding responsibilities, and sector-specific regulatory requirements
- Championing the effective use of digital tools and HR systems to drive efficiency and modern working practices, understanding the impact of technology on work.

Engaging with stakeholders and colleagues

- Developing, maintaining, and managing stakeholder relationships (internally and externally), including directly engaging with stakeholders to build relationships, trust, and credibility. Monitoring those relationships, identifying risks taking mitigating actions.
- Developing and/or applying communication strategies to build relationships, using informal and formal channels to engage with stakeholders at all levels. Resolving conflict where required to achieve the desired result.
- Communicating the benefits of recommendations and options, and tracking results. Listening to differing viewpoints and identifying common themes to facilitate resolving conflict/dispute, negotiating compromise, and influencing stakeholders with considered observations and other options
- Designing and delivering 'subject expert' workshops. Facilitating workshops, presentations, meetings, and stakeholder events

Managing Others

- Creating an environment for your direct report(s) (line manager to People Services Co-ordinator) flourish, cultivating trust and collaboration, problem solving, resolving conflicts, and building positive and respectful relationships. Mindful of One Team.
- Developing a customer, delivery, and quality focus in work performance. Lead through engaging, listening and inclusion. Setting standards and role modelling all our values.
- Assessing learning and development needs, encouraging continuous improvement. Creating and delivering development plans having a focus on now and the future

Health, Safety & Wellbeing

- Taking personal responsibility for own health, safety and wellbeing and the health safety and wellbeing of others at work
- Implementing and complying with all health and safety policies, procedures including risk assessments
- Complying with and adhering to our organisations data protection and cyber-security policies for you and your team

PERSON SPECIFICATION

Qualifications & Accreditations

You are someone who has attained:

- ✓ CIPD Level 5 and working towards Level 7 (Level 7 is desirable) **or** equivalent combination of work experience and education.

	✓ Evidence of continuous and professional and personal development
Experience & Knowledge	You are someone who has: ✓ Substantial HR generalist experience in an equivalent level role, ideally within the public sector, housing, technical or not-for-profit sector ✓ Experience of partnering with senior leaders, stakeholders, managers and influencing decision-making. Successful in building, maintaining, and developing relationships with stakeholders, often managing differing perspectives and opinions. ✓ Demonstrable experience and knowledge across all HR areas - strategic and operational, gained through implementing operational and strategic HR initiatives and interventions. ✓ Proven experience of providing credible, well considered, pragmatic employee relations advice (full employment life cycle), providing clear direction and true coaching to build capability. Able to design and develop full suite of vital supporting documents to apply policy and procedure. ✓ In depth knowledge and application of employment law and HR best practices evidenced through policy and procedure creation, development, updating and operationalising. ✓ Experience and understanding of embedding EDI&B, through initiatives, policies, processes, training etc. ✓ Experience and knowledge of HRIS and BI reporting, collating, and analysing people data and HR analytics to inform business cases, options, and solutions, leading to evidenced based decision-making ✓ Experience of optimising technology, digital tools and systems for efficiency, accuracy, and progressive people practices ✓ Experience of line managing (first line manager to 1), of being part of multi-disciplinary team working, leading, and delivering projects and workstreams
Skills	You are someone who demonstrates being: ✓ Well-developed relationship building skills, building trust and credibility quickly with the ability to challenge constructively. ✓ Analytical and diligent, able to understand data and information to inform decisions, options, and proposals. ✓ Effective organisation and planning skills, able to 'shape and influence' clear plans and progress with 'customers'
Personal Qualities	You are:

	✓ Outcomes-driven: focussing on work which creates value. ✓ Evidence-based: using a range of evidence and expertise to make decisions. ✓ Collaborative, working with a range of people to deliver success comes naturally
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Our People Vision

Homes people love, a landlord you can trust.

Our Values

Our values guide 'how we act' (how we behave). We believe our employees are adults and we trust everyone to behave and act appropriately. Our values are not about 'telling' you how to behave, but to build a shared sense of what Teign Housing is about. This means we understand 'the how we do our jobs' as well as 'what we do in our jobs'.

Our shared values inform our daily decisions, positively impact how we collaborate with each other, Our Values were shaped by our Teams purposefully designed to 'inter-connect.' They remind us of 'how to be' in all we do and strive to achieve as an organisation.

At Teign Housing:

We are Friendly	We are One Team	We Listen & Learn
We offer a welcoming environment for customers and colleagues	Our Teign Housing and Templer HomeBuild team is made up of many people working together with the same shared vision	We listen carefully to customers and colleagues, checking that what we are doing is the right thing

Equality, Diversity, Inclusion and Belonging (EDIB)

We foster a work environment that is inclusive as well as diverse, where our people can be themselves. Every idea and perspective is valued.