

Consultant: HR Business Partner

Purpose

To provide expertise, advice and support to develop operational implementation plans and/or associated service delivery processes, by implementing and coordinating the execution of the Human Resources tactical plan within the business unit, in order to continuously enhance service delivery.

Job details

Minimum Experience:

5 - 7 years experience in a similar environment, of which 2 - 3 years at a technically skilled level

Alternative Minimum Experience:

10 years related experience, of which 2 - 3 years at a technically skilled level

Minimum Qualification:

Relevant Bachelor's Degree / Advanced Diploma (NQF 7)

Alternative Qualification:

Senior Certificate (NQF 4)

Leadership Level:

Junior Management (JM)

Additional technical competencies:

Grade of Clearance: Confidential - (a) sensitive information, the unlawful disclosure of which may be harmful to the security or national interest of the Republic or could prejudice the Republic in its international relations;(b) commercial information, the disclosure of which may cause financial loss to an entity or may prejudice an entity in its relations with its clients, competitors, contractors and suppliers. E.g. Taxpayer information.

Outputs

Process

- Analyse employee engagement results, monitor the effect of business decisions on people and advise management on the addressing of employee concerns.
- Provide day-to-day performance management guidance to line management (coaching, counselling, career development, disciplinary actions) provoking positive changes in the management of people and performance improvement.
- Participate and support effective programme and project management of HR integrated projects or interventions to ensure successful execution and delivery of divisional objectives.
- Provide high quality workplace relations advice and services to Line Management and interpret HR policies and employment legislation.
- Analyse trends and provide inputs in partnership with the HR team to provide inputs to developing solutions, programs and policies.
- Consider the interdependencies in design and implementation of policy, practice, process and delivery systems in relation to business unit goals.
- Customise and apply change management methodology and organisational development strategies, influence and assist change initiatives in support of overall business strategy.
- Drive people processes (performance, development and career) to ensure that employee's level of performance and capabilities meet current and future standards and business needs.
- Ensure correspondence and information received from external and internal sources is verified and receive the necessary attention.
- Ensure that HR services are provided as appropriate to client needs, identify new opportunities where HR can add value and maintain leading edge knowledge of HR issues.
- Execute specialist input through investigation and opportunities within the product process including risk concern.

- Implement initiatives relating to projects that will lead to improved key processes across the business.
- Manage specific projects as determined in the annual HR operational plan as well as participating in functional and cross-functional HR initiatives.
- Provide authoritative, specialist expertise and advice to internal and external customers based on the broader People Strategy and the implementation thereof.
- Support line management in forecasting and planning talent pipeline requirements in line with business strategy and workforce plans.
- Provide reports with recommendations applicable to area of specialisation.
- Provide project team support and coordinate, monitor and report on project activities according to project management principles and standards.
- Accumulate information to review work progress that provides input to reporting, decision making and the identification of improvement opportunities.
- Apply practical and applied knowledge and act authoritatively on methods, systems and procedures to identify trends and potential risks.
- Communication of situational interpretation and judgement of work outputs and queries in area of specialisation.
- Correctly apply policies, practices, standards, procedures and legislation in the delivery of work outputs.
- Draw on own knowledge and experience to diagnose symptoms, causes and possible effects in order to solve emerging problems.
- Initiate process and procedural change, implement the change and provide guidelines and support related to new requirements as a result of the change.
- Plan for value-added process improvements, initiatives and services to deliver on operational strategy and objectives.
- Provide specialist input through the investigation of opportunities for operational and process, product and risk optimisation.
- Integrate customised solutions for customer base using a variety of HR products, policies and procedures.
- Use practical and applied knowledge and judgement to arrive at decisions that will improve operational efficiencies.
- Provide business-focused and operational HR advice and services.

Client

- Build a strong understanding of existing and potential customer needs and requirements.
- Monitor service level agreements made with internal and external stakeholders that meet or exceed client expectations and recommend adjustments.
- Provide professional advice and consulting services to clients.
- Contribute to a culture of service excellence, which builds positive relationships and provides opportunity for feedback and exceptional service.
- Provide authoritative, specialist services, expertise and advice to internal and external stakeholders.

Finance

- Adhere to organisational policies and procedures to ensure cost effectiveness and reduction of financial costs.

Governance

- Implement and provide input into the development of governance, compliance, integrity and ethics processes within area of specialisation.

People

- Maintain professional interaction and ensure ethical dealings with clients at all times by constantly building customer relationships.
- Develop and maintain productive working relationships with peers and team members to achieve predefined objectives.
- Search for, integrate and share new knowledge attained through formal and informal learning opportunities in the execution of your job.

Behavioural Competencies

- Accountability
 - Analytical thinking
 - Attention to detail
 - Commitment to continuous learning
 - Conceptual ability
 - Customer service
 - Expertise in context
 - Fairness and transparency
 - Honesty and integrity
 - Initiative
 - Leading change
 - Organisational awareness
 - Problem solving and analysis
 - Relationship management and networking
 - Respect
 - Trust
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Technical Competencies

- Business knowledge
- Data collection and analysis
- Efficiency improvement
- Employee relations
- Functional policies and procedures
- Governance, ethics and values
- Human resource consulting
- Integrated talent management
- Knowledge of HR policies and procedures
- Reporting
- Service delivery