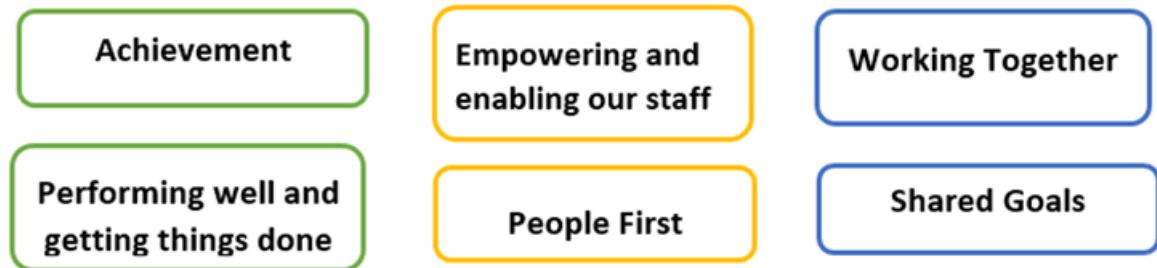




JOB DESCRIPTION

One Council, One Borough.



Job Title:	People Business Manager	Grade:	13
Service:	Strategy, People and Performance		
Date of Issue:	July 2026		
Responsible to:	People Business Manager		
Responsible for:	People and OD Team		

Main Purpose of Job

To lead and support the Operational HR Team to deliver outstanding service to NULBC. To drive forward work on policy development, HR Metrics and KPIs in line with the emerging People Strategy to develop a proactive culture of excellence.

Main Duties & Responsibilities

1. Support the Service Director for Strategy, People and Performance in the provision and management of a comprehensive and professional Human Resources and Organisation Development function
2. To take responsibility for the operational HR service delivery
3. To contribute to the development and implementation of NULBC's People strategy (including the development and delivery of workforce plans, corporate employment policies, recruitment, HR systems, initiatives based upon national guidance, best practice and appropriate legislation).

4. To oversee the review of the HR intranet provision, standard documentation, guidance and support which will enable a high level of customer service, consistency of approach and autonomy; ensuring that all communications are aligned to the Council brand, vision and strategy.
5. To line manage the operational HR team.
6. To work with the people team in the review and development of HR policies, procedures and practices and associated KPIs and to monitor and review attainment of the targets.
7. To interpret new employment legislation, national guidelines and best practice initiatives, assess the impact on the organisation and contribute to identifying, developing and implementing changes to policies and practices in line with the Council Plan.
8. To be proactive in providing credible expert advice to managers in terms of process for implementation of organisational change and in effectively managing any employee relations issues which may arise.
9. Support people team to guide operational managers to become self sufficient in the management of attendance, sickness and performance; ensuring appropriate advice is sought (e.g. Occupational Health) and that timely, appropriate solutions and outcomes are achieved.
10. Work with the Service Director for Strategy, People and Performance to ensure the ongoing development of the team through a multi levelled approach including coaching and training initiatives.
11. To facilitate a learning culture with the People Team
12. To facilitate the process of organisational change, ensuring that change takes place smoothly and as seamlessly as possible, through:
 - a. the provision of advice and support to managers, staff and staff side and,
 - b. ensuring there is well-timed and effective communication with staff and their representatives
 - c. development of frameworks for change management proposals ensuring full compliance with employment law and best practice
13. To provide a professional and credible lead to HR teams and other staff where appropriate, in the handling of sensitive and challenging employment issues.
14. Ensure the existence of effective and efficient information systems to provide data and workforce reports and key performance indicators e.g. turnover, absence, diversity etc.
15. To develop a positive approach to employment relations building strong and effective partnerships between managers, staff and staff representatives, utilising agreed frameworks for consultation and negotiation as necessary.
16. To act as a panel member in employment related hearings and appeals, providing advice and support to managers, considering the evidence presented to determine the appropriate action / outcome and advising upon policy, employment law and procedural interpretation and organisational precedents.
17. To provide advice and support to managers in the more complex areas of employment relations such as grievance, disciplinary and absence management procedures, ensuring that problems are identified and resolved

quickly, effectively and fairly and that throughout all processes there is comprehensive and effective communication with staff and their representatives.

18. Undertake Job Grading reviews in accordance with national procedures and guidelines.

19. To advise managers of the HR implications of their decisions, providing relevant information to support their decisions making and risk identification.

20. To deputise for the Service Director for Strategy, People and Performance on an ad-hoc basis as the service required.

21. To undertake any other duties as may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post.

Service Responsibilities

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety Policy and Procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To be familiar with the obligations and requirements of the Council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
7. To contribute to any internal and external audit programmes and be responsible for the implementation of agreed audit recommendations.
8. To be aware of and adhere to the Council's safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

Occasional Tasks/Duties/Responsibilities

1. Requirement to take a role in relation to civil contingencies as needed

This job description is not exhaustive and provides an indication of the scope and length of the main duties and responsibilities to be undertaken by the post holder and may be subject to amendment or alteration. The job description may be changed from time to time to meet changing circumstances and does not form part of your Contract of Employment.

PERSON SPECIFICATION

Job Title:	People Business Manager	Grade:	13
Directorate:	Chief Executive	Service:	Strategy, People and Performance
Post No:	CC152	Date of Issue:	July 2026
Responsible to:	Service Director for Strategy, People and Performance		
Responsible for:	People team		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATION	Relevant Degree or Professional / Management Qualification	✓		A/D
	Recognised Coaching Qualification OR experience in taking a coaching approach to management.	✓		
	Associate Member of CIPD	✓		A/D
	Chartered Member of CIPD		✓	
EXPERIENCE	Of providing effective and practical HR advice and support to both employees and managers on employer relation topics i.e. attendance management, capability, terms and conditions of employment, disciplinary and grievance	✓		A/I
	Of developing and implementing effective and practical HR policies, procedures, guidance, processes and / or toolkits for managers and employees	✓		A/I
	Of successfully working with and influencing Trade Unions	✓		A/I
	Of proactively identifying areas for improvement and taking action to make changes	✓		A/I
	Of analysing data in order to make evidence based decisions	✓		A/I
	Undertaking job evaluation processes	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
KNOWLEDGE	Of local Government terms and conditions of employment i.e. NJC & JNC		✓	A/I
	Of employment law, best practice, and practical application within the field of HR	✓		A/I
	Of DBS procedures	✓		A/I
	Of Pension Regulations and Local Government Pension Scheme		✓	A/I
	An understanding of Inclusion and Diversity and an appreciation of its importance	✓		
	Thorough knowledge of best practice and techniques in HR service delivery	✓		
	Knowledge of employment law and its impact in the workplace	✓		
SKILLS & COMPETENCIES	Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure	✓		A/I
	Accepts constructive feedback and makes adjustments accordingly plus has an awareness of own shortfalls and takes charge of personal development to keep skills up to date whilst developing knowledge within a particular area through learning	✓		A/I
	Has the ability to set and meet challenging goals, creating own measures and consistently seek ways of improving performance	✓		A/I
	Communicates information clearly accurately, positively and in a timely manner as well as listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.	✓		A/I
	Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds plus showing an awareness of how their actions may affect others.	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Makes decisions confidentially and quickly and has the ability to negotiate and influence others to obtain a 'win / win' solution.	✓		A/I
	Aspire to be better and exceed expectations and promote a positive 'can do' attitude	✓		A/I
SPECIAL CONDITIONS	To be able to work evening and weekends when the work demands in order to meet the required deadlines	✓		A/I
OTHER	Highly motivated and robust under pressure. Able to bring energy, vitality and challenge to the team.	✓		A/I
	IT literacy skills sufficient to produce correspondence using Microsoft Office packages such as Word, Excel and Outlook.	✓		A/I

Key:

A = Application
I = Interview and /or Test
D = Documentation