

## Advisor (service specific)

# West Midlands Employers



May 2019

West Midlands Employers		
Post Title	Grade	Role Type
Advisor – (enter service)	7	

**Our Vision** – To develop a strong public sector workforce across the West Midlands Region

**Our Outcomes** –

- A skilled, efficient and engaged public sector workforce.
- Increased capacity for the provision of HR/OD expertise within the public sector.
- Strong representative voice for public sector employers in the Region.

**About the Service**

**West Midlands Employers (WME)**

WME is the Regional Employers’ Organisation for the 33 Local Authorities in the Region. WME is a member led, local authority owned organisation that offers a core service of advice/guidance on the full spectrum of HR/OD/Resourcing services to Local Authorities and the wider public sector. In addition to the provision of core service, the team delivers a range of commercial products and services, aimed at supporting and responding to the needs of clients including shared services and consultancy.

**Reporting Relationships**

**Responsible to:** Senior/Principal Consultant(s) and via matrix management to the Assistant Director

**Responsible for:** Supporting delivery of a designated product or service

**Key Accountabilities:**

- To support the Senior and Principal Consultants in the effective delivery of one or more products or services to clients, with daily contact with customers and

**Resourcing and Talent Acquisition;** including

- WMJobs jobs board and candidate attraction services
- Executive resourcing services
- Assessment and psychometrics
- Recruitment System and associated processes



**Leadership and Organisational Development;** including


- OD interventions to support transformation and change
- Leadership portfolio
- Management development
- Learning products and services
- Coaching pool
- WM360 service

**HR Services;** including

- Provision of HR advisory and support services
- Employment law advice

- Advice on statutory regulations
  - Job Evaluation
  - Pay and reward services
  - Employee engagement
  - Organisational design and service restructures
  - National terms and conditions of employment
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- To maintain and develop detailed systems knowledge with an ability to provide advice and support on this to clients.
  - To negotiate product and service sales with clients and advise on best value-offer.
  - To advise on policy and service processes to ensure appropriate service delivery and compliance with legal requirements.
  - To effectively communicate and promote the services across the WME membership.
  - To develop and contribute to the delivery of training where required, on systems, practices or processes.
  - To gather and analyse information and data from multiple sources, writing reports as directed by the Consultants.
  - To operate as a member of the Corporate Services Tier (via matrix management) to work across the WME team to ensure services are joined-up and delivered in line with consistent procedures and practices.
  - To negotiate and broker work with membership organisations and associate consultants, including writing tender submissions.
  - To support the delivery of corporate events and projects as required.
  - To role model the WME values in all areas of work.

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p><b>Qualifications/Professional membership</b></p> <p>English and Maths – Grade C</p>	<p>A/I/T</p>
	<ul style="list-style-type: none"> <li>• Evidence of providing a direct customer facing service to a high standard</li> <li>• Evidence of providing support and advice on one of the following services. <ul style="list-style-type: none"> <li><b>Resourcing and Talent Acquisition;</b> including <ul style="list-style-type: none"> <li>▪ WMJobs jobs board and candidate attraction services</li> <li>▪ Executive resourcing services</li> <li>▪ Assessment and psychometrics</li> <li>▪ Recruitment System and associated processes</li> </ul> </li> <li><b>Leadership and Organisational Development;</b> including <ul style="list-style-type: none"> <li>▪ OD interventions to support transformation and change</li> <li>▪ Leadership portfolio</li> <li>▪ Management development</li> <li>▪ Learning products and services</li> <li>▪ Coaching pool</li> <li>▪ WM360 service</li> </ul> </li> <li><b>HR Services;</b> including <ul style="list-style-type: none"> <li>▪ Provision HR advisory and support services</li> <li>▪ Employment law advice</li> <li>▪ Advice on statutory regulations</li> </ul> </li> </ul> </li> <li>• Experience of administrative procedures and practices, for example; Diary/course/event management, database maintenance, report writing, data input, collation and presentation using graphs, website updating, producing promotional material</li> <li>• Knowledge and experience of working constructively with partners and other agencies in a busy, complex and customer focused environment.</li> <li>• IT systems <ul style="list-style-type: none"> <li>• Demonstrate an excellent knowledge of data protection and related legislation</li> <li>• Accurate and competent keyboard skills</li> <li>• Demonstrate a commitment to further training and development commensurate with the grade</li> </ul> </li> </ul>	<p>A/I/T</p>

	<ul style="list-style-type: none"> <li>• Experience of working under pressure and meeting tight deadlines</li> </ul>	
	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills both verbal and written across all levels, including the ability to produce reports, plans and present complex information to a variety of audiences</li> <li>• Excellent internal consulting skills to support stakeholders in exploring issues and identifying possible approaches and solution</li> <li>• Evidence of being able to foster a collaborative team working environment and a strong service culture that ensures delivery of efficient, effective, quality driven service to internal stakeholders</li> <li>• Ability to partner with key stakeholders, owning and building strong, influencing relationships across the Force, in particular senior stakeholder engagement and management</li> </ul> <p>Desirable Functional skills in one more or more area:</p> <ul style="list-style-type: none"> <li>• Hay and/or NJC job evaluation trained</li> <li>• Executive coaching</li> <li>• Trained in delivery of 360 feedback</li> <li>• Mediation</li> <li>• Delivery of training in a specialist area</li> <li>• Delivery of psychometric feedback</li> </ul>	<p>A/I/T</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the  
**Recruitment Team on 01905 947446**