

HR INSIGHT LIMITED ROLE SPECIFICATION

Job Title:	Senior/Principal Consultant	Job Holder:	
Department:	Consultancy	Commence:	ASAP
Reports To:	Development Director	Location:	Romford with occasional St Albans cover.

PURPOSE OF ROLE

1. To provide a responsive and professional service to clients, developing and applying practical solutions using business expertise, HR knowledge & skills and appropriate employment law knowledge.
2. To maximise the support given to clients and revenues generated from clients including undertaking HR project work.
3. To co-ordinate the activities of Consultants working on projects, providing professional support, leadership and example to Consultants.
4. To maximise billable hours by closely supporting clients, identifying opportunities for additional project and/or training work and demonstrating a 'can do' approach.

KEY ACCOUNTABILITIES

1. Advising on complex employment related issues, developing and providing practical, expert and pragmatic solutions to the issues faced by clients (and by adopting a 'can-do' approach)
2. Providing a wide variety of HR support services for clients ensuring consistent delivery and a high level of professional service delivered remotely or on site.
3. Managing and coordinating the delivery of project work by consultants, including meeting timescales & commitments, quality of output, and details of implementation.
4. Drafting contracts, handbooks and related employment documentation in respect of clients specific needs.
5. Generating own workload from client contacts and maximising opportunities to work with clients to support the business issues that they face.
6. Account managing a group of retained clients ensuring that we remain close to the client base and become expert advisers to the top team.
7. Feeding client Response and Project work to the organisation in order to make optimum use of consultant time and capacity.
8. Achieving the billing budgets agreed for the role.
9. Promoting the awareness and support for the HR Insight brand and service offering through referral of additional on-site consulting opportunities for the consulting team.
10. Taking part in marketing and networking activities to grow the awareness of the HR Insight brand and increase the client base.
11. Providing and internal leadership example in the area of professional expertise (coaching), commitment to excellent client service and quality of output.

JOB CONTENT (broad list of tasks, inter alia)

1. Providing a professional response to telephonic and electronic enquiries from clients
2. Providing advice and drafting appropriate documents and/or correspondence for clients
3. Researching specific HR related problems or issues
4. Managing specific client accounts/groups
5. Maintaining client notes in the ACT system
6. Maintaining timesheets on VPM system
7. Coordinating the activities of Consultants and allocating work
8. Monitoring project deadlines and quality and intervening where necessary
9. Ensuring adequate Consultant resources are allocated to Response and Projects
10. Following up on business leads.
11. Coaching and mentoring less experienced Consultants
12. Meeting potential clients and assessing their needs and developing solutions

SKILLS, KNOWLEDGE & EXPERIENCE

ESSENTIAL	DESIRABLE
<ol style="list-style-type: none">1. Degree in HR Management <u>or</u> CIPD <u>or</u> equivalent working experience2. Experience in working in HR as a consultant in a client facing role (senior level)3. Reasonably detailed knowledge of Employment Law and general HR technical expertise.4. Supervisory / leadership experience within an HR function	<ol style="list-style-type: none">1. Specialist knowledge of employment law2. Project management skills3. Contract drafting

COMPETENCIES

1.1 Deciding and initiating action

- a) Makes prompt, clear decisions which may involve tough choices or considered commercial risks.
- b) Takes responsibility for actions, projects and people
- c) Takes initiative, acts with confidence, sets example and works under own direction.
- d) Initiates and generates activity.

2.1 Working with People.

- a) Demonstrates an interest in and understanding of others.
- b) Adapts to the team and builds team spirit.
- c) Recognises and rewards the contribution of others.
- d) Listens, consults others and communicates accurately & proactively.
- e) Supports and cares for others.
- f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

3.1 Relating and networking

- a) Establishes good relationships with clients and staff at a senior level.
- b) Builds wide and effective networks of contacts inside and outside the organisation.
- c) Relates well to people at all levels.
- d) Manages Conflict.
- e) Uses humour appropriately to enhance relationships with others.

4.2 Applying expertise and technology

- a) Develops and applies specialist and detailed technical expertise
- b) Develops job knowledge and expertise through continual professional development.
- c) Shares expertise and knowledge with others
- d) Uses technical knowledge and ability to achieve work & client objectives
- e) Demonstrates ability to apply technical knowledge within a commercial context.
- f) Demonstrates an understanding of different organisational departments and functions

6.2 Delivering results and meeting client expectations

- a) Focuses on client needs and satisfaction
- b) Sets high standards for quality and quantity (example to others)
- c) Monitors and maintains quality and productivity
- d) Works in a systematic, methodical and orderly way.
- e) Consistently achieves project goals

COMMUNICATION AND WORKING RELATIONSHIPS

1. Directors regarding complex issues or client difficulties
2. Legal (or Directors) regarding legal support and advice
3. Administration – time sheets, accounting, general administration
4. Payroll – business leads and current client issues
5. Kingston Smith Partners – business leads

NOTE TO RECRUITERS

In the event that you require any further information regarding this Role Specification, please contact:
Name: Murray Meeuwis on 01708 758958

Salary Range: Between £40K and £42K

Other benefits: Pension, Private health, Group Life Cover, Critical Illness Cover

See: www.hrinsight.co.uk