

APPENDIX 1

HR Staffing Review

The HR Apprentice has been in post for just over twelve months. She is close to completing her course as she has used her time efficiently to complete all her assignments ahead of schedule and passed each module with ease. This has earned her deserved praise from her tutors and providers.

She has demonstrated a great aptitude for the role and performed far above and beyond that which we could expect from a Scale 2 employee. She has shown a great deal of initiative and become an integral part of the team. The skills she has brought to the team have streamlined many processes, and she has taken ownership of some statutory requirements such as Disclosure and Barring Service (DBS) checks, Right to Work checks, intranet content management, as well as learning vital skills which she has utilised to improve the service, such as ensuring HR policies are created in an accessible format. She also designed, introduced and managed a document for recording number and types of absences within the Authority during the Coronavirus crisis. A can-do attitude has been displayed throughout and she has been a prime example of the Council's GREAT values. She has become a leading figure amongst the Council's apprentices, providing advice and experience to others, as well as leading meetings and training events. She has also become part of the Council's employee focus group.

She has been involved in most of the areas of HR including:

- Disciplinary hearings
- Attendance management
- Grievances
- DBS management and administration
- Maternity and paternity matters
- Voluntarily attended LJCC/Personnel Committee evening attendance
- Assisted with policy development
- Right to Work checks
- Statutory legislation and research
- Training and Inductions for new starters
- Day to day management of the HR in-tray
- Invoice processing
- Onboarding and outboarding administration
- Day to day HR queries from employees in person, via email and over the phone/video
- Assistance on elections to further understand the work of the Council in serving the community
- Arranging, contributing and administering the Mental Health Champions Group
- Assisted other employees with welfare matters when distressed
- Assisted with the administration of Occupational Health and sickness related matters.

The benefits the HR Team and the Council as a whole have received from this officer and her work include:

- Providing much needed resilience to the HR Team enabling continued support to the Authority's employees.
- Continuing to release the HR Manager from day to day, frontline functions so more time can be given to wider-organisational HR.
- Restoring the HR structure to its original form with a Manager and two Officers, providing resilience for any internal procedure hearings such as grievance, attendance management, disciplinary, capability or any other similar procedures. Officers from the Legal team or external providers were previously needed in some circumstances due to the lack of resilience within the team structure. There were obviously associated implications of cost and impact on service delivery of the Legal Section when such requirements were needed.
- Promoting the Council's commitment to Learning and Development and demonstrating a clear career pathway for individuals.
- Continuing to build on the career support already put in place, allowing an apprentice to work in an environment that nurtures and develops and gives the opportunity to learn from others.
- Enabling the HR Team to deliver the People Strategy, Learning and Development Strategy, and draft the Organisational Development Strategy.
- Continuing to support the Council's drive to become a Level 3 Disability Confident Leader and a Mindful Employer – and the overall commitment to support mental health and disabilities.
- Potential succession planning

The intention will be to encourage the postholder to continue with her professional and educational learning and development by advancing to the next level of training via a University-based HR/Chartered Institute of Professional Development (CIPD) course over two years. This will be funded from the Training Budget and will ensure that the Council retains the talent it has developed and build succession planning into the long-term future. This is the same career path the current HR Manager undertook and if implemented, would represent an example of Broxtowe nurturing "home-grown" employees and providing a continued platform of lifelong learning.

Financial implications

These are included in the exempt item on the agenda.