

**LONDON BOROUGH OF LEWISHAM
JOB DESCRIPTION**

Job Title:	Head of People & Business Partnering	Grade:	SMG3
Reports to :	Director of Law and Corporate Governance	Directorate:	Chief Executive's
Division:	Law and Corporate Governance	Team:	Business Partnering

Main Purpose of the job:

This role plays a critical part in shaping and driving the people agenda, contributing to organisational transformation and workforce planning.

To lead, develop and manage HR business partnering services to deliver a strategic, customer-focused HR service across the council. Working closely with the Director of Law and Corporate Governance, this role will ensure the alignment of HR practices with organisational objectives, enabling a high-performance culture and effective people management.

To act as a senior advisor to senior leaders on all people-related matters, fostering a culture of accountability, engagement, and high performance. This role will also have its' own responsibility for designated Directorates as required.

To support the Director of Law and Corporate Governance in developing and implementing strategic workforce initiatives, including workforce planning, talent management, organisational design, and change management. To oversee the development of departmental people plans to ensure that workforce priorities are identified, planned for and delivered, securing consistency of approach and high levels of service delivery.

As a member of the HR Leadership team, contribute to the overall leadership and management of the HR function and make a proactive contribution to the development of HR strategy and policy, using data, metrics, and evidence to inform and drive decision making and change.

PERSONAL DUTIES

1. Establish strong, trusted relationships with key stakeholders across directorates, acting as a strategic partner and critical friend.
2. Work collaboratively with senior leadership teams to identify workforce challenges and opportunities, providing insight and practical HR solutions.
3. Oversee complex case management, ensuring best practice and compliance with employment legislation.
4. Lead cross-functional HR projects and contribute to OD programmes focused on culture, inclusion, leadership development, and employee engagement, building consistency of advice and excellent application of judgement, ensuring that professional, procedural and legal requirements are met and stakeholders' requirements are fulfilled.

5. Utilise people analytics and workforce data to inform decision-making and provide strategic insight to senior stakeholders.
6. Monitor trends and external developments to ensure HR practices remain forward-looking and evidence-based.
7. To devise strategies for the council-wide planning and management of people including employee relations and organisational change, to meet current and future business needs in line with council the priorities and commitments and people strategy.
8. Lead and work in partnership with all stakeholders to ensure that HR implications are fully integral to decision making and service planning, in line with the council's vision, values and ways of working.
9. To build consistency and professional excellence, including responsibility for ensuring the allocation of HR resources is strategically and tactically well-managed with the right skills and knowledge assigned effectively and consistently.
10. Develop and maintain constructive working relationships with the Council's trade unions.
11. To champion equality, inclusion and accessibility at work through the ongoing development and implementation of the council's workforce equality plan and in accordance with relevant legislation, ensuring an integrated approach to staff management and service delivery.
12. To lead on the improvement, management and performance of HR practice, ensuring that overall objectives are translated into effective plans and that the service is efficient and locally responsible.
13. To provide inspirational and professional leadership to staff, acting as a role model, strengthening skills and competence, and fostering a strong culture of standards, performance and accountability.
14. To model the behaviours required of all staff and demonstrate commitment to the council's values.

Management Roles & Expectations

As a Lewisham Head of Service you will:

1. Ensure corporate and strategic modelling through demonstrating commitment to council values and translating the vision into strategic intent
2. Ensure performance and quality improvement through leading and nurturing others to lead and manage innovative approaches to achieving results
3. Ensure best use of resources through defining priorities and securing appropriate resources to achieve the Council's objectives
4. Ensure services contribute to the corporate whole through interpreting external needs and trends and creating synergies to achieve corporate goals

Business Continuity:

1. Responsible for ensuring robust business continuity plans are in place, tested annually, and embedded within your service.

2. Ensure your services can deliver any required functions during an emergency and provide resources to the incident where required.

All employees are required to:

- Carry out the duties of the post with due regard to the Council's relevant codes and procedures.
- Carry out duties with due regard to the Council's values and behaviours.
- Participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.
- Undertake other duties, commensurate with the grade, as may reasonably be required.

Key contacts will include:

All internal Senior Leaders, including elected Members, Trade Unions and all council staff; all HR leads and key partner organisations as would be expected to carry out the role and keep abreast of best practice.

This job description may need to be amended by the Directorate to meet the changing needs of the service.

Date: July 2025

PERSON SPECIFICATION

Job Title: Head of Business Partnering
Division: People & OD

Grade: SMG3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	In depth and up to date knowledge of corporate and business challenges facing local authorities and public bodies and how to deliver people management solutions that address those.	S
Skills	Strong communication skills – able to speak confidently, persuasively and articulately and to write clearly and effectively.	
	Good project management and financial management knowledge.	S
	Ability to use information technology including MS Office and financial and human resources management systems.	S
	Highly organised, able to prioritise and handle change, and to lead a team to work calmly and effectively under pressure and to meet deadlines.	
	Astute, with the ability to identify long and short term risks and opportunities, and to think creatively and work collaboratively to develop and deliver practical solutions.	S
Experience	Successful track record as a senior practitioner within HR in a complex environment/ organisation.	S
	Substantial experience of an HR customer service management role including the development and delivery of stretching KPIs	S
	Experience of leading and managing others and setting performance targets.	S
	Substantial experience of successfully managing relationships and stakeholders within a political environment and at a senior executive level.	

General Education	Chartered membership of the Institute of Personnel and Development or demonstrable equivalent experience.	S
Personal Qualities	<p>Be resident focused. With the ability to listen to learn, think broadly and find solutions, make decisions and take action.</p> <p>Be ambitious to improve. A person who takes responsibility, creates and innovates, measures and evaluates.</p> <p>Take a one council approach. Inspiring and communicating, trusting and empowering, collaborating.</p> <p>A strong and highly motivated leader and team player with energy and credibility who commands the confidence of Members, senior managers, staff, partners and stakeholders.</p> <p>Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively both corporately and collaboratively.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect</p> <p>Ability to work collegiately in a matrix environment and to provide training, development and coaching to colleagues and direct reports.</p> <p>Proactive, positive, customer centric and determined to add value.</p> <p>Evidence of commitment to continued professional development.</p>	
Circumstances	Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.	
Physical	Generally, must meet LB Lewisham requirements for the post.	
Equal Opportunities	<p>Commitment to implement the Council's Equal Opportunities policies.</p> <p>Awareness of equalities issues within an inner London authority and experience of how to integrate diversity and inclusion approaches into people management solutions.</p>	S