

Job Description

Department:	Corporate Services
Division/Section:	People & Development
Job Title:	Service Lead Workforce Planning & Development
Post No:	
Grade:	14
Reports to:	Head of Service People & Development
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Service Director - People Operations, BI & Transformation] --> B[Head of Service People & Development] B --> C[Service Lead Workforce Planning & Development] C --> D[Senior Business Partner Workforce Planning] C --> E[Senior Business Partner Workforce Development] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/> X
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> X
Line Management responsibility for:	No. of direct reports: 2 No. of indirect reports: 8
Size of budget:	None. Responsible accounting for up to £150,000 (i.e., monitoring budgets against targets, providing advice on spending and identifying variances)
Job Purpose:	<p>As a service lead, you have a critical role in overseeing proactive workforce planning and development services, including organisational development and change management practices, ensuring robust and accurate SME advice is provided, and challenges are worked through to generate solutions in support of achieving business goals across PCC.</p> <p>As the lead for Workforce Planning & Development you will be responsible for driving the organisational workforce plan, identifying workforce risks and issues that may affect future demand and overseeing the completion of accurate workforce reporting as well as actively participating in workforce and business-wide projects.</p>

	To inspire and lead a high performing team, creating positive working environments and thriving culture and promote PCC as an employer attractive to candidates and support the development/retention of colleagues by ensuring a positive experience for all through appropriate working practices.
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Main Duties and Responsibilities:

- **Leadership**

Provide guidance, leadership, set objectives and support the team ensuring positive well-being practices are followed, the organisation follows through on their duty of care to staff and high performing teams are developed as well as partnering with departments to build successful relationships across Peterborough City Council.

- **Raising awareness and adoption**

Developing strong relationships and provide high quality professional advice, guidance, training and support to managers and key stakeholders in all high risk/complex matters to reduce risk, remove obstacles, enhance awareness, and maximise adoption of workforce planning and development practices within PCC.

Oversee the ongoing evolution of workforce planning and development frameworks, policies, practices, and processes including supporting solutions to resolve challenges and remove barriers that arise and prevent or stall implementation of statutory obligations or achieving corporate objectives.

Working closely with the business in a strategic and advisory role in relation to workforce planning and development including risk management, developing workforce data, forecasting staffing requirements, capability, and capacity analysis, developing employee skills through training programmes, building strong networks, and delivering market intelligence to the business.

Stay updated on workforce planning and development trends and topics and provide analysis and guidance addressing their potential impact on the business.

Identify opportunities to develop system functionality, analysis, and outputs to improve the range and quality of data for customers e.g., predictive analysis for scenario modelling.

Identify changes that may occur internally - and the impact they may have on the workforce.

- **Planning, design, and delivery**

Collaborate with the Head of Service People & Development, the Workforce Planning and Development team, and other business leaders to develop and implement workforce planning and development strategies and solutions that meet future demand, corporate objectives and make best use of its financial resources.

Co-design, oversee and lead the implementation of workforce practices and plans that are aligned to PCC and reinforces the culture and values we want.

To lead on consultation with, and where necessary negotiate new and revised workforce planning and development policies with individual or joint trade unions to ensure the most satisfactory outcomes for the council in line with values and objectives.

Write, present and gain agreement of reports that make recommendations for Directors, Corporate Management Team, , and Full Council on various subjects including scenario planning, capacity building, gap analysis and assessment of future and current resourcing demands across all departments.

Prioritise multiple demands and business needs, connecting related projects, policies, and systems.

Act as lead for all workforce planning and workforce development related projects and contribute to projects associated with recruitment.

Lead and own the execution and development of the workforce plan and statutory reporting.

- **Benchmarking, performance, monitoring, and review**

Oversee regular comparable benchmarking and research is completed and disseminate learning of best practice approaches to guide strategy, decision-making and ensure PCC remains a competitive employer.

Leverage technology, contribute to design of automated systems and implement metrics to measure successful outcomes relating to workforce planning and development and use this data to identify and explain strengths, areas for improvement, resourcing requirements, and opportunities.

Interpret and communicate internal data to key stakeholders, providing insight, analysis and potential solutions to support decision making and drive improvement throughout the business.

Responsible for monitoring and review of all initiatives, programmes and (where relevant or required) third-party contracts implemented to ensure a continuous cycle of improvement.

- **Policy**

Responsible for the development of workforce planning and overseeing workforce development practices and procedures that reflect future and existing employment legislation, uphold council values, minimise risk to the council and contribute fully to the council's objectives. This must take account of all relevant legislation including equalities, data protection, safeguarding of children and adults, HMRC requirements etc.

Support the development and implementation of specific policy, procedural and guidance materials, working in collaboration with colleagues across the council.

- **Equality and Diversity**

Champion equality, diversity, and inclusivity practices including contributing to the design and delivery of attraction, recruitment, reward, and benefit strategies that have a strong focus on diversity and inclusion.

- **Line Management**

Provide line management and coaching support to the Senior Business Partner – Workforce Planning and Senior Business Partner – Workforce Development to support their personal development and career progression. Provide clear direction, guidance, and advice, ensuring they have every opportunity to reach their full potential and can lead the team effectively.

Deputise for the Head of Service – People & Development as required.

Provide peer-to-peer support for other Service Leads within the People & Development service.

Generic Responsibilities:	<p>To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments. This will include cover during periods of absence to support the deliveries of the service.</p>
Variation Clause:	<p>This is a description of the job as outlined is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This</p>

	<p>procedure will be completed by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to amend your job description following consultation.</p>		
DATE:	30 Nov 2023	COMPLETED BY:	Finilised by Edward Morris-Jones

Person Specification

JOB TITLE:	Service Lead Workforce Planning & Development	POST NO:	
SCALE:	14	DEPARTMENT:	Corporate Services
DIVISION:	People & Development	DIRECTOR:	Mandy Pullen
DATE:	March 2023	COMPLETED BY:	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Extensive knowledge of designing resourcing plans to ensure the right workforce is mobilised at the right time. • A good understanding of the key principles involved in strategic workforce planning. • Strong knowledge of workforce development to ensure the right workforce programmes are implemented and assessments are made at the right time. • The ability to understand, marshal and interpret a wide range of abstract concepts, ideas and sets of information; draw conclusions; and make recommendations. • Understanding of relevant legislation, national guidelines, and the impact of these on the organisation • Understanding of how projects work, knowledge of project management tools and agile approaches to change 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Experience of designing and implementing strategic workforce planning processes and procedures; preferably in large and/or complex contexts. • Ability to lead and develop a team and create positive working environments and thriving culture. • Ability to generate creative ideas/solutions that are achievable in response to the issues/challenges. • Strong stakeholder engagement, communication, and collaboration skills. • Strong analytical skills, including the ability to derive insight from multiple data sources, use data to support debate, conduct statistical analysis, and solve complex problems. • Experience of presenting complex data and analysis in a visually accessible way and being able to communicate key conclusions, and technical and complex issues, to senior stakeholders. 	

	<ul style="list-style-type: none"> • Have the personal qualities and skills to promote open and constructive working relationship with managers and colleagues. • Have strong analytical, diagnostic, and problem-solving skills, ensuring the highest level of accuracy. • Ability to make logical, well-balanced, and reasoned decisions and promote/present ideas and solutions in a focused, constructive, and clear manner. • Must be able to influence others at Senior Management and Project Board level. • Excellent verbal and written communication skills, with the capability to persuade and to deal with challenge positively. • Ability to self-motivate, work on own initiative, plan, organise own workload, and use a wide range of skills and techniques to ensure successful delivery of outcomes through effective use of resources and manage conflicting priorities. • Ability to collect and analyse relevant data and information from internal, regional, and national sources. • Confident in the use of Microsoft Office with the ability to use the main packages to present and promote and communicate appropriately. 	
And EXPERIENCE	<ul style="list-style-type: none"> • Workforce planning and development knowledge and experience: Experience of working in a planning and development environment, preferably with a sector which has difficult to fill roles. • Experience in workforce planning and development • Understanding of impact of People employment actions • Experience of working on a project or initiative from start to end, able to evidence getting the project started, ensuring focus throughout, meeting targets/deadlines through to final completion. • Experience in providing coaching, mentoring and peer to peer support to others. 	
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to 'A' Level standard or equivalent. • Degree or equivalent relevant experience 	<ul style="list-style-type: none"> • CIPD or Learning and Development or similar qualification: Level 5-7
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Able to work flexibly to meet the requirements of the post and service, which may sometimes include out of office hours working 	

EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of acceptance and commitment to the principles underlying equal opportunities. • Understanding of the equality and diversity issues faced by external and internal providers. • Understanding of the equality agenda and the ability to address discrimination issues 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care 	