

## PACT HR Recruitment Pack

### Who we are:

PACT HR is one of a number of traded services owned by City of Bradford Metropolitan District Council. Since 2012 PACT HR has been a successful and respected supplier of Human Resources Services to Schools, Academies, Multi Academy Trusts and public sector organisations within the Bradford and West Yorkshire Districts with a recent development of our services now offered remotely nationwide.

Our service has a great team of dedicated HR professionals, with a wealth of experience and knowledge, who always work together to deliver the best possible service to our customers. We pride ourselves on excellent customer relationships, being flexible and having a can do attitude.

### What we do:

We pride ourselves in providing excellent customer service, building great rapport and relationships with our customers, being flexible and having a can do approach.

Engaging with PACT HR offers customers the opportunity to outsource some, or all of their HR function; placing it in the hands of education HR specialists with a wealth of experience.

Our teams deliver flexible Service Level Agreements (SLAs) to our clients, and offer a range of pay as you go services, including HR Consultancy and Training to complement our fantastic SLA services.

If you are looking to work with a team of highly professional, dependable and friendly HR experts in a rewarding environment, look no further. We are confident we can provide you with everything you need to develop your career in Education HR.

### Our Team

PACT HR is made up of the following teams:

- **HR Advisory and Consultancy** - offering specialist HR advice and guidance to our clients in addition to bespoke consultancy work and projects supporting the employee lifecycle
- **Contracts Administration** - our specialist HR Contracts Administration Team efficiently processes all HR contractual and pay requirements in line with statutory pay and conditions.
- **Prospects Online** - a leading recruitment advertising platform for Schools, Academies Trusts and Public Sector Organisations.
- **DBS Online** - an independent Umbrella Body undertaking all DBS checks.
- **Helpdesk** - the centre of all our services, providing dedicated customer support via telephone and online.





## Why join Team Bradford at Bradford Council

If you care about making a difference and believe in the work you do (or the work you want to do), then we want to hear from you. Our workforce changes lives, so whatever the job might be, if you want to do it to the best of your ability and are passionate about the district then we want you in Team Bradford. Bradford Council is a great place to work and below are just a few of the reasons why! #LoveMyJob

As the leading employer in the district, we care about creating a great place to work. We want every employee to be able to say they love their job, whatever that might be. We provide support to help that happen, from recently improved performance management systems, to a wide range of training and development opportunities.

The colleagues around you can make or break how you feel about work. Having positive workmates, with a can-do attitude, who want to help and who care about getting things right, can make a massive difference. Our [Bradford Behaviours](#) provide guidance about what is expected of all employees, to help make Bradford Council a great place to work for everyone.

### Employee Benefits

At the Council, we offer a great set of employee benefits including generous annual leave entitlement, Local Government Pension Scheme and Flexible Working Options. We also have a very popular employee benefits scheme which offers a huge range of shopping and lifestyle discounts, a 24 hour confidential employee helpline, a cycle to work scheme as well as many other benefits via Vivup, as well as excellent career development opportunities and investment in training and learning. With fantastic benefits and great colleagues, Bradford Council truly is a great place to work!

### Living and working in Yorkshire

A local economy valued at £12 billion. Ten million visitors a year. A compelling blend of city and stunning countryside. The youngest district in the UK, with nearly a third of the population aged under 20, Bradford was identified as the most improved city in the PriceWaterhouseCooper's Good Growth 2019 index.

Surrounded by charming Airedale countryside and wild moorland, Bradford has a lot to offer those who love the great outdoors. And there are several national parks on your doorstep, like the Yorkshire Dales National Park with the Peak District National Park and even the Lake District close enough for a day trip or a long weekend.

Candidates with young families are well catered for by diverse local amenities and a raft of excellent schools - there were 46 schools rated Outstanding in the Bradford District as of 2023/2024.

The popular and beautiful spa towns of Harrogate and Ilkley, as well as the historic market towns of Skipton and Horsforth and countless other attractive towns and villages are easily commutable.

For those more interested in city life there is Bradford City Centre, currently undergoing a major urban redevelopment, and the vibrant neighbouring cities of Leeds and Manchester are just a short train ride away.

And as Bradford gears up for an **exciting 2025 as UK City of Culture**, it's an exciting time to join us.

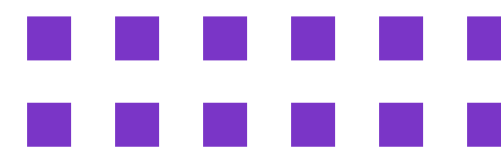
### Bradford is the UK City of Culture 2025

The year is set to deliver more than 1000 new performances and events including 365 artist commissions, a series of major arts festivals as well as exciting national and international collaborations. Its themes will be rooted in the unique heritage and character of Bradford and will reveal the magic of the district that is held in its people, its ambition, and above all, its potential.

This is Our Time, Our Place.







## Advert

**Department of Corporate Resources  
PACT HR**

**HR Business Partner**

**PO3 / PO4: £41,511 - £47,754 pa**

**37 hours per week**

**Permanent Contract**

**Office base in Bradford City Centre, Hybrid working with travel to schools**

PACT HR is a Traded Service of Bradford Council, providing a range of outsourced HR support services predominantly to education establishments across the West Yorkshire District. Due to internal progression, we are seeking to appoint a HR Business Partner to our team. As well as providing a range of HR Services to Service Level Agreement customers, the team also provide bespoke pieces of work and projects to customers by way of a contracted agreement. The types of work you can expect to undertake are:

- HR advisory support throughout the employee lifecycle
- Coaching and supporting Senior Managers/ Senior Leadership Teams
- Workplace investigations/ Employee Relations
- Safeguarding and Safer Recruitment practice integral to Education HR/sector
- Recruitment campaigns
- Management of Change and TUPE
- HR audits
- HR documentation reviews
- Supporting leadership teams to develop their people strategy
- Workforce planning exercises
- Liaise with other departments and organisations in the completion of casework

This role will include the commissioning of work and ensuring the delivery of service is in accordance with the client's requirements. This role is commercially focussed and will be required to generate income for the organisation. The key qualities required of the ideal candidate include:

- A working knowledge of employment law and relevant statutory legislation
- Ability to manage a varied caseload
- Ability to manage conflicting priorities effectively
- Strong analytical skills
- Strong logical skills
- Strong project management skills
- Ability to work methodically
- Ability to work autonomously
- Strong communication skills and excellent customer service skills

**For further information regarding this post please contact Sandy Watkins, PACT HR Manager on 07580 572642, email [sandy.watkins@bradford.gov.uk](mailto:sandy.watkins@bradford.gov.uk) or Rhys Howarth, HR Advisory Services Lead on 07971 331 692, email [rhys.howarth@bradford.gov.uk](mailto:rhys.howarth@bradford.gov.uk).**

**To apply, please go to [Jobs and Careers with Bradford Council](#) (we cannot accept direct applications or CV's)**

### Equal Opportunities

We do not discriminate against any applicant or employee directly or indirectly on the grounds of gender, marital status, gender re-assignment, pregnancy, sexual orientation, disability, race, colour, ethnic background, religion or belief nationality or age. And, as an equal opportunities employer, the Council strives to employ the best qualified people from a diverse range of applicants.

The RESPECT Allyship Programme is available to all staff, which offers the opportunity to learn more about the diverse communities & groups and provides added benefits and resources to its members.

**Closing Date:** Friday 17 January 2025, Midnight





### City of Bradford Metropolitan District Council Job Profile

DEPARTMENT: Corporate Resources	SERVICE GROUP: Human Resources – PACT HR
POST TITLE: PACT HR Business Partner	REPORTS TO: PACT HR Advisory Services Lead
GRADE: PO 3/4	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

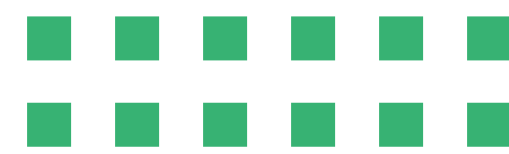
Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

Please see the separate guidance information on how to complete the form located on Bradnet.

#### Role Purpose:

- To deliver a professional, high quality and client focused HR Services for PACT HR's (a CBMDC Traded Service) SLAs and HR (Consultancy and Training) clients encompassing the full range of complex and non-complex casework across the employee lifecycle (i.e. recruitment and on boarding, staff retention, pre-employment checks, sickness absence/attendance, capability performance, conducting complex case investigations and representation at different stages of the process including ETs) to a range of Schools / MATs / Local Governments and other associated organisations.
- To provide strategic advice on a range of workforce related matters through collaborative working with Senior Leadership Teams / Boards / Committee Members - and when necessary, statutory bodies which govern our clients – for clients to meet their strategic organisational plans through the development of their people strategy; encompassing complex HR deliverables such as TUPE Transfer, restructuring, succession planning advice and termination of employment.
- To contribute to the competitive and customer focussed development and review of PACT HR's policies, procedures, systems and services/products which fall under the bespoke service offering ensuring that they are fully compliant to statutory legislation and frameworks, whilst continuing to evolve working practices to improve efficiencies in timely service delivery; aligning with PACT HR's branding and quality assurance processes to maximise income, customer retention and growth.
- Lead a professional standards income generated ethos through PACT HR whilst leading and being a role model for Council values and behaviours to enable an inclusive working culture where all staff are encouraged, supported and developed irrespective of their background.





## City of Bradford Metropolitan District Council Job Profile

### Main Responsibilities of Post:

#### SLA Advisory / Bespoke HR Service Offering

Provide support and guidance to a range of allocated clients (education and local government based) to enable the delivery of HR & OD strategies, policies and procedures including Management of change (restructures, Section 188 processes, TUPE consultation, complex terms and conditions issues, pay and reward for each of our clients) including shaping people strategies and OD in accordance with client's needs.

To provide professional advice and support on a wide range of individual and collective HR matters, whilst observing agreed/recognised practices, standards, procedures and legal requirement through all stages of the employee lifecycle ensuring that on trends HR matters are explored.

Manage a varied caseload of HR cases ensuring outcomes are within the boundaries of good employment practice and employment legislation and liaise with legal services and / or client's solicitors, where appropriate, on complex cases, early conciliation and employment tribunal cases.

To develop and provide a range of bespoke HR and Training Services / Products as a pay as you go service, working within the stipulations of the client agreement and in line with statutory provisions to client's satisfaction. Ensure that all Training is developed and delivered either in scope of the applied Accreditation or as part the Training Development Cycles for maximised client experience and business growth.

#### Statutory Employment and Governance Frameworks

Ensure that all advice, support and documentation provided across the employee lifecycle and HR Strategy and OD, is consistent and accurate, compliant with latest employment law, national and local government arrangements and other arrangements as may be necessary (e.g. Local Government and School Staff Pay and Conditions); whilst aligning to each Client's ethos and People Risk Strategies whilst ensuring minimum risk to PACT HR.

#### Case Management and Data

To proactively schedule regular contact with customers to discuss their requirements and agree a programme of work to be carried out including Client Lead Data Analysis and working within agreed costings and time parameters.

#### Relationship and Client Management

Maintain effective and supportive relationships with clients of the service and embed a customer service ethos across own portfolio and the wider PACT HR team through a range of Relationship Handling Processes including adopting a professional and can do approach, operating with commercial acumen and in line with our Client's People Risk Strategies. To develop good working relationships across Council Wide Traded Services and relevant departments to enable ease of delivery of our services to clients.

#### Trade Union and Governance

Establish, develop and maintain productive working relationship with the relevant trade union colleagues including consulting and negotiating on individual client matters and where appropriate, client wide matters on behalf of PACT HR. Attendance to Local Government Statutory Meetings; such as Scrutiny, LADO when requested to do so under the support of the HR Advisory Services Lead.

To attend other Client's Business Improvement Meetings, and Governance Meetings, MAT Board Meetings as and when required by the Client.

#### Business Growth

Take a pro-active role in developing product/service offerings (HR consultancy and Training) through the timely development and delivery of bespoke HR and Training products whilst ensuring that regular generated income (SLA work) is individually well managed in line with client needs and expectations.

Identify and seek opportunities to improve and expand PACT HR as a traded service including contributing to the development of the diversification of products/services on offer, e.g. delivering briefing sessions, updates, webinars and the attendance to marketing fairs and events.

#### PACT HR Quality Assurance and Continuous improvement processes

Continuously seek opportunities for product service improvements through operating within PACT HR's Quality Assurance and Customer Feedback Processes; ensuring that PACT HR's Ethos and Branding is adhered to.

#### Council Wide Traded Services

To support PACT HR in embedding and improving opportunities that link across services and enhance Council-wide Traded Services and income generation opportunities.

#### Other

To deputise / undertake duties for the PACT HR Advisory Services Lead as and when required and to support in the career / professional development of the wider PACT HR team members who are seeking to further their HR careers.

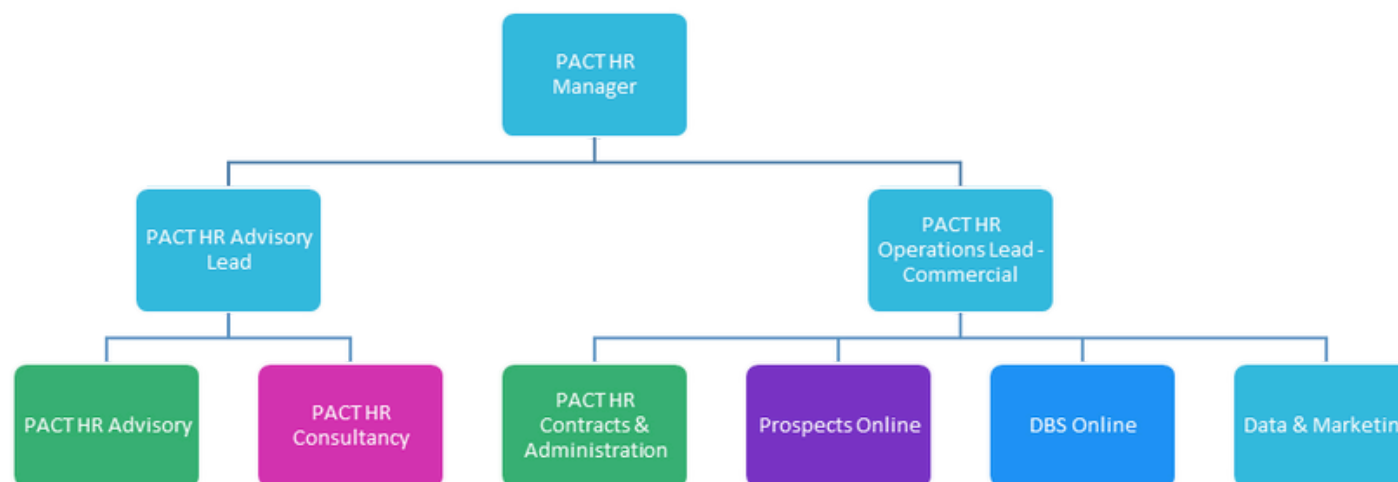






## City of Bradford Metropolitan District Council Job Profile

### Structure:



**Special Knowledge Requirement: Will be used in shortlisting.**

**Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.**

### Essential

Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public	X
Ability to translate strategic business objectives into focussed projects and deliverables.	X
Ability to drive innovation in the delivery of services to improve standards and cost effectiveness and implement best practice across a range of client needs and service sectors, including educational and / or local government.	X
Ability to take difficult decisions within the client's management framework and HR. Policy and Procedures as requested by the Client; ensuring that a risk adverse position is adopted.	X
Ability to lead and motivate PACT HR team members to deliver client service needs.	X
Ability to build strong networks and collaborate with peers across the organisational boundaries in the delivery of strategic and operational objectives across different sectors.	X
Proven track record of ability to consult, influence and advise stakeholders on the full breadth of employee lifecycle policy and practice. With emphasis on understanding of key professional trends, e.g. Leadership and Management, Organisation Design, the use of Workforce data to provide insight and intelligence, Wellbeing and Engagement especially within the educational and local government sectors.	X
Knowledge of employment law, best practice and complex terms and conditions.	X
Excellent stakeholder and communication skills.	X
Able to verbally and in written format create and present thoughts and ideas and demonstrate this using a high level of presentation techniques.	X
Knowledge of emerging employment law and government directives and their impact on organisations.	X
Knowledge of ACAS code of practice(s) on all matters relating to employment.	X
Knowledge of the equalities act and its practical implementation in the workplace.	X
Knowledge of the employment tribunal system and various stages.	X
Knowledge of employment practices, procedures and terms and conditions of employment in an educational and local authority setting.	X
Ability to listen and respond to feedback.	X





## City of Bradford Metropolitan District Council Job Profile

### Relevant experience requirement: Will be used in shortlisting

- Extensive experience of strategic HR Business Partnering, preferably in an educational and local authority setting.
- Desirable – Experience of working in an income generated role. 3 years experience of working in a consultancy role, delivering HR services to a range of customers
- Extensive experience providing HR advice with the ability to work across the full range of employee lifecycle HR matters.
- Experience of contributing to strategic/corporate decisions and advising senior managers on HR matters.
- Experience of working in a trade union environment with complex and varying staff terms and conditions.
- Experience of developing HR products, services and HR policies and procedures and providing training to relevant stakeholder's, preferably in a commercial setting.
- Experience of building and retaining client relationships.
- Experience of working within government policy and driving forward HR changes.
- Experience of dealing with complex, high profile cases to tribunal and EAT including discrimination and unfair dismissal and making sound decisions to escalate.
- Experience of complex stakeholder relationship handling including senior leaders and trade unions, preferably in a commercial environment.
- Experience of working within a KPI, Quality Assurance and Continuous Improvement Cycles in order to maximise quality products and services to clients.

### Relevant professional qualifications requirement: Will be used in shortlisting

- CIPD level 5 qualification in HR Management or equivalent degree level qualification in a related subject (i.e. business studies, Law etc.).
- Comprehensive knowledge and understanding of strategic HR, strategic workforce planning, employment and equalities legislation, reward and recognition, people related change, OD and all aspects of performance and talent management.

### Core Employee competencies at manager level to be used at the interview stage.

- **Carries Out Performance Management** – Applies a working knowledge of relevant policies and procedures, including professional and/or manager guidance documents. Has the ability to adopt a proactive approach.
- **Communicates Effectively** – Able to communicate sensitively and in an appropriate manner which considers the diverse needs of the audience. Able to demonstrate sympathy and discretion when dealing with issues which require understanding. Writes complex and nonstandard letters on a variety of topics which are understandable and clearly expressed. Communicates detailed/difficult to understand information clearly and effectively with a range of different audiences e.g. legislation updates, workshops, meetings, briefings, training events, consultations.
- **Carries Out Effective Decision Making** - Identifies and accurately interprets legislation which is relevant to the issue. Puts the solution into operation. Takes independent initiative with little access to more senior officers.
- **Undertakes Structured Problem Solving Activity** - Looks at problems in the round, exploring the issues from a number of viewpoints or perspectives to fully understand its complexity and identify the underlying issues involved. Splits the problem/issue into a number of smaller inter-related parts to see if it is easier to solve that way. Generates a number of potential solutions to the problem/issue in question. Looks for alternative approaches /creative solutions to a situation which has not previously occurred.
- **Operates with Dignity and Respect** - Takes steps to understand different cultures, beliefs and behaviours. Constructively challenges all forms of prejudice and discrimination.





## City of Bradford Metropolitan District Council Job Profile

### Management Competencies: to be used at the interview stage.

**Operates with Strategic Awareness** Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.

**Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.

**Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.

**Applying Project and Programme Management** Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.

**Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.

### Working Conditions:

Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

Should be able to attend out of office times client meetings and attend and deliver briefing sessions to customers; with an anticipated increased workloads during term time.

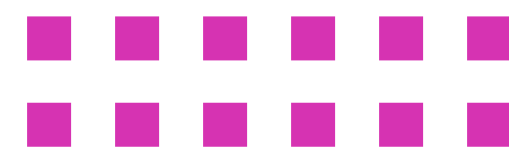
Ability to travel efficiently to various customer locations to attend visits and meetings.

### Special Conditions:

Necessary recruitment checks will be applied.







### **Equal Rights and Diversity Statement**

This statement outlines the Council's commitment to equality and diversity. We want to make our district a fairer and more equitable place for everyone in the district.

The Council aims to eliminate discrimination, advance equality of opportunity and foster good relations across all protected characteristics in all its activities including its decision-making, policy development, budget setting, procurement and commissioning, service delivery and employment functions.

### **Pension**

When you commence employment with the Council, you will immediately become a member of the West Yorkshire Pension Fund although under current regulations it is possible to opt out within the first three months.

### **Interview expenses**

You may be able to claim travel and subsistence expenses incurred. Please discuss with the recruiting manager.

### **Trade Union membership**

This Council supports the principle that all employees should be encouraged to be members of an appropriate trade union recognised for the purpose of negotiation and consultation.

### **Equality Act (2010)**

As an equal rights employer we are committed to providing equality of access to employment and to development opportunities for people from all parts of the community. We particularly encourage applications from disabled people who are under-represented amongst our employees.

See below for information on the definition of disability, reasonable adjustments, guaranteed interview, alternative formats, rehabilitation of offenders, policy on employment of people with a criminal record etc

### **Disabilities**

Bradford Council has been awarded Disability Confident status by the Department of Work and Pensions.

Disability Confident is a national scheme which aims to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.

### **Definition of Disability**

The Equality Act 2010 defines a 'disabled person' for the purpose of the Act as a person who has a 'disability' if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities.

- Physical impairments - This includes for instance, a weakening of part of the body (eyes, ears, limbs, internal organs etc.) caused through illness, by accident or congenitally. Examples would be Blindness, Deafness, Paralysis of a leg, Heart Disease, Diabetes, Epilepsy, ME.
- Mental health - This includes a clinically well recognised mental illness. Mental ill health can range from feeling a bit down to common disorders such as anxiety and depression and in limited cases to severe mental illness such as bi-polar disorder or schizophrenia. Some illnesses are persistent and may be classed as a disability while others come and go, giving the individual good and bad days. For example someone with a mild form of depression with only minor effects may not be covered but someone with severe depression with substantial effects on their daily life is likely to be considered as disabled under the act.
- Learning Disability - For example Dyslexia, Asperger's Syndrome and Autism are also recognised disability conditions.
- Substantial - Put simply, this means the effect of the physical or mental impairment on ability to carry out normal day-to-day activities is more than minor or trivial. It does not have to be a severe effect.
- Long term adverse effect - The effect has to have lasted, or be likely to last, overall for at least 12 months and the effect must be a detrimental one.
- A person with a life expectancy of less than 12 months is also covered.

### **Reasonable adjustments**

To support our aim of removing barriers to employment for disabled people we are committed to making any necessary reasonable adjustments. These adjustments may include modifying the selection process, the job role or the working environment. To assist us in planning to accommodate your individual needs (if any); it would be helpful if your application could be supplemented by any information you may wish to provide about your needs. This information will be treated as confidential within the recruitment process and will be used solely with your consent, for the purpose of enabling selectors (and our Occupational Health Unit if appropriate) to make a fair assessment of your capabilities.

### **Guaranteed interview**

The Council has a policy to interview any disabled applicant who meets the essential special knowledge criteria (these are marked with a X). You must also be able to demonstrate that you meet the experience and qualifications criteria. We also consider any reasonable adjustments that need to be made as we wish to ensure that disabled candidates needs are taken into account during the selection process.

Please see [www.bradford.gov.uk/jobs](http://www.bradford.gov.uk/jobs) for more information

