



City Skills

**HR Consultant / Partner
Knowledge Skills and
Behaviours**

The HR Consultant apprenticeship requires the development of the following professional behaviours, knowledge and skills:

Professional Knowledge

What is required-

K1: HR Technical expertise-

- K1.1 Good understanding across all HR disciplines, HR legislation and excellent working knowledge of the organisation's HR policies and procedures.
- K1.2 Sound understanding of HR in their sector and any unique features.
- K1.3 Up to date with best practices and emerging thinking – able to use this in their dealings with the business.

K2: Business Understanding-

- K2.1 Understands what the organisation does, the external market and sector it operates in, its challenges and issues.
- K2.2 Understands business and HR KPIs and metrics, building a clear picture of how the business is performing. Understands the impact of this on their role.

K3: HR Function-

- K3.1 Understands the structure and responsibilities of the HR function, policies and processes, and where to source HR specialist expertise.

K4: MI & Technology-

- K4.1 Understands HR systems and where to find HR and management data, both internally and externally, including benchmarking.
- K4.2 Knows how technology, including social media, is impacting the business and HR.

Professional Skills

What is required-

S1: HR Consultancy-

- S1.1 Develops and delivers HR solutions to the business that are appropriate to the organisational context.
- S1.2 Influences leaders and managers to adopt appropriate solutions.
- S1.3 Provides tailored HR services to the business as required by their role.
- S1.4 Contributes to the development of relevant HR policies & procedures and/or HR initiatives.

S2: Providing Support and Advice-

- S2.1 Tailors business-centred advice on the interpretation and application of HR policies and processes.
- S2.2 Makes sound judgments based on business need, ensuring the business operates within the boundaries of employment law.
- S2.3 Deals with escalated people issues and works with the business to resolve them

S3: Contributing to Business Change-

S3.1 Leads the HR contribution to business projects and change programmes to support positive behavioural, business or organisational change.

S4: Building HR Capability-

S4.1 Leads the improvement of people capability within the business or own team.

S4.2 Advises and coaches managers to deal successfully with people issues from a generalist or specialist perspective, incorporating best practice where appropriate

S5: HR Information Analysis-

S5.1 Researches, analyses and presents HR/business data (both internal and external) to provide insight, support solutions to business issues and track performance.

S6: Personal Development-

S6.1 Keeps up to date with business changes and HR legal/policy/process changes relevant to their role.

S6.2 Seeks feedback and acts on it to improve their performance and overall capability.

S6.3 Plans their own development; shows commitment to the job and the profession.

S7: Relationship Management-

- S7.1 Builds effective working relationships with business managers (using the language of the business), peers and other HR functions, together with relevant external organisations.
- S7.2 Communicates confidently with people at all levels, including senior management.

Professional Behaviours

What is required- developed and exhibited in the workplace

B1: Flexibility-

- B1.1 Adapts positively to changing work priorities and patterns, ensuring key business and HR deadlines continue to be met.
- B1.2 Curious about HR/business trends and developments, incorporating them into their work.

B2: Resilience-

- B2.1 Displays tenacity and proactivity in the way they go about their role, staying positive when under pressure.
- B2.2 Deals positively with setbacks when they occur.



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