

## Role Title

**Human Resources Business Partner, Spain (Employee Relations and Compliance)**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to
Human Resources	Spain Grade G	Madrid	Indefinite	HR Director Spain and Portugal

## Role purpose

The role holder will be responsible for operational management of human resources in Spain, excluding the School, which is looked after by a dedicated HR Manager. Specifically, the HR Business Partner Spain will be supporting the English Teaching Teams, Exams Teams, Arts, English and Education projects teams and support staff. Although we are looking for a HR generalist, the role will be focussed in Employee Relations and Compliance. However, the role holder might be asked to provide support in Recruitment, Learning and Development, Performance Management, Talent Management, Wellbeing, Employee value proposition, Equality, Diversity and Inclusion, and HR data management, working with the HR team in Spain. He or she will be working directly with the HR Director Spain and Portugal and will form part of the HR team in Spain. The successful candidate will be line managed by the HR director Spain and Portugal.

## About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

The British Council in Spain started operating in Spain in 1940 and we undertake a wide programme of activities to promote educational and cultural relations. We operate English Teaching Centres in the Madrid area, Barcelona, Segovia, Valencia, Bilbao and Palma de Mallorca; the British Council School in Madrid, which offers a bicultural and multilingual educational programme to almost 2,000 students; a widespread examinations operation; programmes designed to raise the level of English in Spain; and a wide range of projects themed around society, science, education and the arts.

## Geopolitical/SBU/Function overview:

The Human Resources team in Spain is led by the HR director, who has a direct report to the Regional HR Director and indirect to the Spain Country Director. The team is made in Spain by a HR Manager at the British Council School, two HR Business Partners supporting the Teaching English Operations, Exams Operations and the Education, English and Arts projects teams. The successful candidate will also join the HR regional team and might be working with the HR Manager in Portugal

## Main opportunities/challenges for this role:

The successful candidate will have the opportunity to join the Human Resources team in British Council Spain. He or she will work closely with the HR Director Spain in the area of Employee Relations, Compliance and Hr analytics. However, the role holder might be asked to provide support in other HR areas (recruitment, induction, learning and development, staff engagement, communications, talent management, wellbeing, employee value proposition, equality, diversity and inclusion). He /she will have the opportunity to contribute to the improvement of HR policies or practices through innovation and the use of new technologies. He or she will be working directly with Business Managers providing them with support and advise. The organisation in Spain is living a challenging moment in which changes in the way we work are taking place. He or she will be part of this exciting challenge.

## Main Accountabilities:

### Employee relations

- In collaboration with HR Director and legal advisors, support the management team in managing and resolving individual and collective employment relations issues in a constructive and timely manner, in accordance with British Council policies and Spanish legislation.
- Work with the HR Director in resourcing and reward.
- Advise and support management on employee relations procedures (contracts, under performance, complaints, disciplinary procedures, leave, termination, etc).
- Ensure policies and procedures in HR in Spain are compliant with Spanish Law and British Council policies and procedures. Adapt BC policies and procedures to the local context.
- Design and implement monthly reports with analytics, key objectives and KPI for managers (e.g. staffing plan and costs, staff retention, absenteeism, turn over, equality indicators etc).
- Preparation of information for staff representation as required by *Estatuto de los Trabajadores*.
- Preparation of information for court cases, work inspections etc.
- First point of contact for management on employee relations.
- Provide advice and support on staff representatives elections processes and entitlement.
- Ensure that all personnel files and records are maintained accurately and up to date, working together with the Payroll Team.
- Manage communications and processes with the Spain payroll team.

### **Compliance**

- Ensure HR policies and practices are in line with British Council procedure and Spanish legislation to support an effective and fully compliant working environment.
- Work with the Payroll Manager to ensure that all personnel files and records, HR documentation and databases are in line with best practice.
- Work closely with the Business Managers to ensure that British Council mandatory training is completed and evidenced.
- Together with Business Managers and Child Protection Manager ensure compliance with Spanish Law on criminal checks

### **Other duties that could be requested as a HR generalist:**

### **Recruitment and induction**

- Oversee and manage internal and external recruitment, ensuring that systems work efficiently, and the best staff are recruited, following British Council recruitment procedures and working together with the Regional recruitment team.
- Ensure contracts of employment and other employment-related documents are in line with British Council policies and Spanish Law. The British Council takes its responsibilities regarding child protection extremely seriously. Since so much of our work is with children and young people, a key area of focus is ensuring that safer recruitment policies and procedures are followed strictly.
- Liaise with temporary employment agencies.
- Ensure effective induction for all staff

### **Performance management**

- Provide advice and support to managers on performance management, in accordance with corporate policy and practice in Spain. Ensure corporate and Spain timelines are followed.
- Advise and support management on career planning and development to meet changing circumstances.
- Succession planning
- Advise management on dealing with poor performance and performance improvement plans.

### **Communications and engagement**

- Support managers by ensuring that internal communication channels are working well, to foster a positive working environment and a well-informed workforce. Ensure that line-management / communication groups work effectively, working together with the Spain Communications team.
- Ensure that staff are properly informed about HR issues which affect them.
- Oversee or manage mentoring programmes.
- Advise and support management on initiatives to engage staff in accordance with the Staff Survey results and agreed Action Plans.
- Communicate and advise staff about services provided by the British Council, such as Employee Assistance Programme and the Mental Health and Wellbeing corporate policies.
- Carry out exit interviews and use the information gathered to identify areas for improvement.

### **Learning and development**

- Support the management team in meeting and improving teaching and exams quality standards.
- Ensure mandatory training is completed by all staff. Anticipate and identify

development needs.

- Training needs analysis: ensure that training plans meet the needs of all staff.
- Deliver some training personally, as appropriate.
- Manage Fundae (*Fundación Estatal para la Formación en el Empleo*) Funds in Spain, together with the Spain Payroll Team.

### Equality, Diversity and Inclusion

- Work with EDI Coordinator Spain and Business Managers to ensure that EDI is mainstreamed in all HR procedures and practices.
- Work together with HR Director on compliance with the Spanish Law requirements

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

### Key Relationships:

- Staff members
- HR team Spain
- Regional HR team
- Business Managers (of the different English Teaching Centres, Exams, Education, English and Arts teams).
- Payroll Team
- Communications Team
- EDI Team
- Child Protection Team Spain
- External stakeholders (government bodies, legal advisors, consultants)

### Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Candidates are expected to have the right to live and work in the EU.	Shortlisting
Direct contact or managing staff working with children?	Yes In accordance with Spanish Law, Spanish <i>Certificado de Delitos Sexuales</i> and enhanced DBS or equivalent in the country of nationality will be required	Prior appointment
Notes	Successful candidate will be asked to sign reception and compliance of the corporate Code of Conduct.  British Council policies, standards and regulations apply to all aspects of this job. Particularly relevant are: Information Governance, Child Protection, Equality, Diversity and Inclusion and Health and Safety policies.  Most operation takes place in the afternoons and evenings and Saturday is	

	our biggest day and the working timetable will from time to time reflect this. Travel in Spain or within Europe may occasionally be required.	
<b>Person Specification:</b>		<b>Assessment stage</b>
<b>Language requirements (DELETE IF NOT APPROPRIATE)</b>		
<b><i>Essential</i></b>	<b><i>Desirable</i></b>	<b><i>Assessment Stage</i></b>
<ul style="list-style-type: none"> <li>Spanish and English language – one to C1 and the other to C2</li> </ul>	<ul style="list-style-type: none"> <li>English and Spanish both at C2 level</li> </ul>	Shortlisting
<b>Qualifications</b>		
<b><i>Essential</i></b>	<b><i>Desirable</i></b>	<b><i>Assessment Stage</i></b>
<ul style="list-style-type: none"> <li>First degree level qualification in Law, Psychology, Business Administration or any other HR related field.</li> </ul>	Post-graduate HR related qualification	Shortlisting
<b>Role Specific Knowledge, Skills &amp; Experience</b>		
<b><i>Essential</i></b>	<b><i>Desirable</i></b>	<b><i>Assessment Stage</i></b>
<ul style="list-style-type: none"> <li>Strong HR generalist; well versed in all areas of the HR lifecycle.</li> <li>Knowledge of key human resource functions</li> <li>5 years' recent experience in a HR position in a medium/big organization as HR generalist or specialist in the areas described above.</li> <li>Knowledge of Spanish labour and Social Security legislation.</li> <li>Experience of working in a multinational and multi-cultural organization</li> <li>Proven skills in influencing stakeholders, getting their buy-in</li> <li>Effective communication skills</li> <li>Knowledge of best practice in HR management</li> <li>Multitasking skills</li> <li>Corporate ethics</li> <li>Track record of building effective relationships with business leadership teams and managing a range of complex internal and external stakeholders in the delivery of high quality and effective professional HR services</li> </ul>		Shortlisting and/or interview

British Council Core Skills		Assessment Stage
<p><b>Communicating &amp; Influencing – level 3.</b> Is creative and adaptable in communications</p> <p><b>Planning &amp; Organising – level 2.</b> Plans ahead</p> <p><b>Analysing data and problems – level 2.</b> Uses data</p> <p><b>Managing risk – level 2.</b> Supports a risk management culture</p> <p><b>Managing people – level 2.</b> Supervises a small team</p> <p><b>Finance &amp; Resources Management –level 3.</b> Supports budget management</p> <p><b>Using technology – level 2.</b> Operates as an advanced user.</p>		Shortlisting and/or Interview
British Council Behaviours		Assessment Stage
<p><b>Making it Happen –</b>More demanding Challenging myself and others to deliver and measure better results</p> <p><b>Being Accountable -</b> More demanding Putting the needs of the team or the British Council ahead of my own</p> <p><b>Working Together –</b>More Demanding Ensuring that others benefit as well as me</p> <p><b>Connecting with others -</b>More demanding Actively appreciating the needs and concerns of myself and others</p> <p><b>Creating Shared Purpose –</b>More demanding Creating energy and clarity so that people want to work purposefully together</p> <p><b>Shaping the Future –</b>More demanding Exploring ways in which we can add more value</p>		Shortlisting and/or Interview
Prepared by:		Date:
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