

TENDER SPECIFICATION

Module: COMMERCIAL AWARENESS FOR HR

BACKGROUND INFORMATION

Organisational Context

- Leicester City Council is facing unprecedented times against a backdrop of significant cuts.
- We know that the challenges we face require the HR service to operate in different ways to support services across the organisation to deliver value based services for our customers without compromising on quality.
- There is greater pressure for all services to deliver more for less and equally for HR professionals to make informed decisions by being more commercially aware and using their expertise to contribute to the sustained success of the organisation.

HR Service

The HR service is currently split into three distinct areas:

- Strategic HR (*policy and performance, workforce development*)
- Strategic Service Partners (*organisational review, advisory role and case management support*)
- Employment Service Centre (*vacancy management, job evaluation, recruitment, payroll, HR administrative function*)
- Expectations in terms of the levels of knowledge and skills amongst HR professionals can vary and therefore, we have taken steps to identify key areas of competency required for the Team Leader/Project Officer and Advisor role (*please see below*).

COMMERCIAL AWARENESS

Builds and delivers professionalism through combining commercial and HR expertise to bring value to the organisation, stakeholders and peers

Team Leader/HR Project Officer

- Acts with a business mindset and is able to present sound views and opinions on the organisation and what can drive continuous business improvement
- Understands how the organisation and HR can deliver value across the organisation
- Uses professional knowledge, and experience to challenge thinking around potential risk areas and benefits to support organisational needs
- Uses a range of HR metrics, including personal experience and management experience to develop an understanding of what's happening in the organisation and externally
- Builds relationships and forms alliances with internal/external specialists to keep ahead of emerging trends, ideas and innovations
- Combines professional HR and business insight to advise and challenge senior leaders
- Identifies opportunities and patterns within the wider organisation and business context and use these to develop and inform new HR strategies, policies, shape thinking

Advisor

- Has greater awareness and appreciation of the commercial environment in which they operate and can identify ways in which to support the business
- Able to identify areas that add value for HR
- Networks with specialist colleagues internally and externally to understand current trends and innovation
- Provides HR knowledge and considers how it fits within the organisational context
- Considers the organisational context in all aspects of HR, observing connections and draws conclusions about the impact of events and activities on each other
- Provides managers with insight into potential risks or benefits against the needs of the organisation

Event Title: Commercial Awareness for HR

Target audience:

This module is designed for HR Team Leaders/Project Officers, Advisors and Workforce Development professionals

No of participants per event: A maximum of 16 delegates per event

Course Duration: A one day programme - up to 4 events this year

Venue: Leicester City Council premises

By the end of the programme our expectations are that participants will :

- Have an appreciation of the increasing commercial environment in which HR professionals operate
- Be able to identify what HR tools add value in that commercial environment
- Place greater emphasis on Pace, Empathy, Flexibility and outcome based thinking
- Work beyond procedural boundaries, focus on outcomes rather than process whilst keeping within the Law
- Support managers by widening the way problems are diagnosed and implemented to include workforce issues
- Empower managers to take measured risks and assess wider workforce impact
- Know how to use benchmarking and research to improve performance
- Network to capitalise on opportunities and promote best practice

Course content should include:

- Maximise the value HR can contribute in a commercial environment
- Role of HR within the wider organisational context (greater emphasis on behaviours and skills)
- Tools for understanding the business (environment scanning, knowing how business cycle works, what it means to work in a commercial environment)
- How HR can assist the organisation to respond to internal/external pressures and opportunities (ie issues concerning flexible working, service redesign, doing more for even less, partnership working)
- How to capitalise on networking opportunities to generate income
- How to assess risks affecting the organisation and the role of HR
- Use HR metrics and knowledge to understand what's going on in the organisation

This module will form part of a suite of HR programmes designed to equip HR professionals with the relevant skills to drive the organisation forward.

Current tenders also include: Workforce Planning Tools and Techniques and Negotiation Skills. Tender submissions will be considered for one, two, or all three programmes.

Delivery requirements

- It would be desirable for the presenter to have experience of delivering within the public sector and have a HR background
- It is essential that the presentation is delivered in plain English
- Delivery needs to be pitched at a level appropriate for HR professionals

Materials

- If the event is accompanied by supporting material, printing will need to be managed by the provider
- Any materials should also be provided electronically so that it can be used as a reference point

Submissions should include:

- A course plan, including content and methods of delivery and course evaluation
- A short profile of the presenter(s) who will be delivering the training, including experience in this field
- Design and delivery costs
- Travel, meals and accommodation costs, where applicable
- Two references
- Insurance certificates (levels as per Training Providers Agreement attached)

A one-hour briefing session is planned for Friday, 8th February 2013, at 2 pm for all interested providers to attend and ask questions. Please contact Aveni Patel by email aveni.patel@leicester.gov.uk to confirm your attendance for this event.

If you are unable to attend this event and have any queries please contact: Paul McChrystal (Head of Corporate Workforce Development) by email, paul.mcchrysal@leicester.gov.uk or ring 0116 252 8620.

Shortlisted providers will be invited to an informal discussion around the submission. We will be looking for evidence that the presenter is credible, experienced, and can communicate with the target group. Consequently, we would expect the person who would be delivering this event to attend this meeting.

CLOSING DATE: Friday, 15th February 2013, 1700 hours

Interview Date(s): Week commencing 11th – 15th March 2013