

JOB DESCRIPTION

HR Consultant



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Position	HR Consultant
Department	Nockolds HR / Employment
Reporting to	Head of Employment and/or Senior HR Consultant, as nominated
Office	Bishops Stortford and London

Overall Purpose

To deliver professional, commercially focused and pragmatic HR consultancy services to existing and prospective clients, helping clients manage people issues, strengthen organisational capability and achieve their business objectives. The HR Consultant will work closely with the Employment Team to provide a coordinated service while maintaining clear boundaries between HR consultancy and reserved or specialist legal advice.

Key Responsibilities

Client HR advisory services

- » Act as a trusted HR adviser to a portfolio of clients, building a detailed understanding of each client's organisation, commercial priorities, culture and people risks.
- » Provide practical HR guidance on disciplinary and grievance processes, performance and capability, sickness absence, family-related leave, flexible working, workplace relationships, conduct and day-to-day employee relations matters.
- » Support clients with investigations, consultation meetings and other employee relations processes, including on-site or remote support where appropriate.
- » Draft and review contracts of employment, staff handbooks, HR policies, procedures, letters, guidance notes and templates tailored to the client's needs, subject to legal review where required.
- » Explain options, risks and practical consequences clearly, record the client's instructions and ensure that agreed actions and responsibilities are understood.
- » Produce clear, accurate and commercially practical written guidance, meeting notes, action plans and project documentation.
- » Respond promptly to client calls and emails in accordance with agreed service levels and maintain appropriate records of advice and actions.

Strategic HR consultancy and projects

- » Design and deliver proportionate HR projects for clients, which may include organisational design, restructures, change management, workforce planning and people strategy.
- » Support culture, engagement, retention, wellbeing, reward, recognition, leadership and management-development initiatives.
- » Undertake HR audits and compliance reviews, identify gaps and prepare prioritised, practical recommendations.
- » Develop performance-management frameworks, competency arrangements, appraisal processes and manager toolkits.
- » Support HR systems implementation, process improvement, data quality, management information and appropriate HR reporting.
- » Plan project scope, deliverables, milestones, dependencies, fees and client responsibilities, and escalate any deviation promptly.

Client relationship and service management

- » Nurture and develop relationships with retained and project clients, acting as an accessible and responsive point of contact.
- » Lead regular client review meetings to assess service use, progress, emerging needs, deliverables and client satisfaction.
- » Manage expectations and provide timely updates on progress, costs, risks and changes to scope.
- » Identify opportunities to provide further relevant HR support or make an appropriate referral to the Employment Team or another part of the firm.
- » Handle concerns constructively and escalate complaints, service issues or material risks in accordance with firm procedures.
- » Contribute to a seamless client experience across HR consultancy and employment legal services.

HR systems, records and compliance services

- » Administer and update the approved HR software portal for clients, including client onboarding, authorised system amendments and user support.
- » Carry out agreed compliance checks, which may include right-to-work, driving-licence and role-specific record checks, using approved processes and within the agreed scope.
- » Maintain complete, accurate, secure and contemporaneous client and project records.
- » Handle personal data in accordance with UK data protection law, client instructions, contractual obligations and firm policies.
- » Apply equality, inclusion and fair-treatment principles when advising clients and designing HR processes.
- » Recognise potential safeguarding, health and safety, data, regulatory or reputation concerns and refer them promptly to the appropriate person.

Commercial management

- » Prepare clear scopes of work, fee estimates and proposals within delegated authority, obtaining approval where required.
- » Record time and activity accurately and promptly in accordance with team requirements.
- » Manage work with regard to budgets, profitability, value, utilisation and the terms of the client engagement.
- » Monitor scope and resource requirements and obtain approval before undertaking material additional work.
- » Contribute to client retention, sustainable revenue growth and the effective management of the consultancy service.

Business development and profile

- » Develop relationships with prospective clients, understand their needs and recommend appropriate services.
- » Network professionally to promote Nockolds HR, the Employment Team and the wider firm.
- » Identify and progress appropriate new-business, cross-referral and service-development opportunities.
- » Work with the marketing team to produce articles, blogs, newsletters, website content, social media content and client campaigns.
- » Contribute to seminars, webinars, training sessions, pitches and events, including presenting where appropriate.
- » Represent the firm and Nockolds HR accurately, positively and in accordance with brand and social media policies.

Risk, quality and professional standards

- » Work within personal competence, the agreed client scope and delegated authority, seeking support whenever an issue is novel, complex or high risk.
- » Comply with the firm's policies and procedures, applicable quality standards, information security requirements and client confidentiality obligations.
- » Identify and escalate conflicts, complaints, data incidents, legal-risk issues, errors, missed deadlines and other material concerns immediately.
- » Ensure advice and materials are accurate, evidence-based, inclusive and appropriately tailored rather than relying on generic templates.
- » Use artificial intelligence and other emerging technology only where approved and in accordance with firm policies on confidentiality, data handling, verification, transparency and professional responsibility.
- » Maintain professional knowledge through appropriate continuing professional development and awareness of changes affecting HR practice.

This job description is not a definitive list or exhaustive list of responsibilities but identifies the key responsibilities.

Authority and limitations

- » The HR Consultant must not present HR guidance as legal advice or undertake legal representation unless separately qualified and expressly authorised to do so.
- » The HR Consultant must not agree material changes to scope, fees or contractual terms outside delegated authority.
- » The HR Consultant must not make decisions on behalf of a client. Recommendations should enable the client to make informed decisions and understand the practical implications and identified risks.
- » Legal, regulatory or high-risk matters must be referred to the appropriate Employment Team lawyer or other specialist without delay.

Performance and success measures

Specific objectives and targets will be agreed separately, taking account of experience, working arrangements, portfolio and business need. Performance may be assessed by reference to:

- » quality, accuracy, practicality and timeliness of client advice and deliverables;
- » client satisfaction, responsiveness, relationship strength and retention;
- » delivery against agreed scopes, milestones, service levels and budgets;
- » accurate time recording, appropriate utilisation and commercial contribution;
- » new work, cross-referrals and contribution to sustainable business growth;
- » quality of risk identification, escalation, confidentiality and record keeping;
- » contribution to strategic projects, training, marketing, knowledge sharing and service improvement; and
- » progress against agreed professional development objectives.

Learning and Career Development

- » Agree and maintain a development plan with the line manager, including technical HR knowledge, consulting capability, commercial skills and business development.
- » Participate actively in supervision, peer review, mentoring, training and feedback.
- » Contribute to team knowledge and support the development of colleagues where appropriate.
- » Potential progression will depend on performance, capability and business need and may include senior consultancy, specialist, business-partnering or service-lead responsibilities.

General

- » This job description identifies the principal responsibilities of the role but is not exhaustive. Reasonable duties may be added or varied to reflect client, team and business needs.
- » All duties must be carried out in accordance with the firm's values, equality commitments, policies and health and safety requirements.
- » The role involves access to sensitive personal and commercially confidential information. Strict confidentiality is required at all times.
- » Review date: September 2026.

Job Specification

	Essential	Desirable
Qualifications	CIPD Level 5 or equivalent relevant qualification or demonstrable professional experience.	CIPD Level 7, Chartered CIPD status, coaching, mediation, project-management or other relevant qualification.
HR Experience	Broad generalist HR experience, including substantial employee relations casework and the ability to handle confidential, sensitive and deadline-driven matters.	HR consultancy or outsourced HR experience; experience across several sectors; strategic HR project experience.
Consulting Skills	Ability to diagnose client needs, ask effective questions, analyse options and provide proportionate, practical recommendations.	Experience managing a portfolio of retained clients or delivering scoped consultancy projects.
Commercial Skills	Commercial awareness, confidence discussing scope and fees, and an understanding of value, budgets and service delivery.	Experience preparing proposals, contributing to revenue growth or identifying cross-referral opportunities.
Communication	Excellent written, verbal, facilitation and presentation skills, with the ability to adapt communication to different audiences.	Experience delivering client training, webinars, seminars or management workshops.
Technology and Data	Strong Microsoft 365 skills and the ability to use HR systems, case or client records and digital tools accurately and securely.	Experience with HR analytics, system implementation, workflow automation or approved AI-assisted tools.

Personal qualities	Client-focused, pragmatic, collaborative, organised and adaptable, with integrity, sound judgement, resilience and a commitment to continuous learning.	Evidence of networking, profile building, mentoring or service improvement.
Practical requirements	Ability to travel to client sites and attend occasional events outside normal working hours where reasonably required, with reasonable adjustments considered.	A driving licence and access to suitable transport where required for the role.

September 2026