

## Role Profile

<b>Role Title:</b>	HR Advisor
<b>Department:</b>	HR Operations
<b>Role Purpose:</b>	To provide prompt HR business support and challenge to your business areas, ensuring quality of advice and guidance, a performance focus and an assessment of on-going risks and mitigations.
<b>Reporting to:</b>	HR Business Partner
<b>Responsible for:</b>	NA
<b>Disclosure level:</b>	None
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p><b>Casework Management</b></p> <ul style="list-style-type: none"> <li>Effectively manage all case work up to and including final written warning, ensuring that cases are resolved in a solution focused and timely manner.</li> <li>Review management of cases to ensure continual improvement and capture learning.</li> <li>Proactively challenge managers to ensure that they have considered all options and evaluated the risks; recognising when to escalate within HR Operations management.</li> <li>Adopt a creative approach to case management; focusing on both people and processes to develop fair, compliant and dynamic solutions that meet business need.</li> <li>Maintain a current knowledge of legislation, case law and HR best practice to advice and support managers in the application of policies and procedures.</li> <li>Work with Business Partners to advise and support managers with employment tribunal proceedings.</li> <li>Promote and encourage informal resolution.</li> </ul> <p><b>HR Information and Transactions</b></p> <ul style="list-style-type: none"> <li>Analyse and interpret management information to proactively identify trends, patterns and advise on appropriate management solutions, with a particular focus around sickness, turnover and engagement.</li> <li>Champion HR management systems to ensure they are being used effectively across business areas.</li> <li>Work in collaboration with the HR Transactions team, to ensure that colleague changes are fully understood and applied in the HR</li> </ul>
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	<p>system, checking the end result prior to pay day.</p> <ul style="list-style-type: none"> <li>• Ensure that employment checks and right to work compliance in your area is up to date and managed</li> <li>• Provide support with day to day HR ticketing in periods of high demand or absence.</li> <li>• Manage overpayments made in your area of responsibility, liaising with the HR Transactions and Payroll teams as needed, making early interventions prior to leaving wherever possible.</li> </ul> <p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain strong collaborative relationships with managers.</li> <li>• Fully understand and integrate in relevant business areas to become a credible stakeholder that managers involve in decision making.</li> </ul> <p><b>Recruitment/Workforce Planning</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with managers and the HR Transactions team to provide dynamic solutions to recruitment needs.</li> <li>• In conjunction with the Reward Advisor, undertake benchmarking and job evaluations to advise and support managers in designing job roles.</li> <li>• Support HR Business Partners to anticipate future workforce needs and provide effective solutions.</li> <li>• Quality assure Role Profiles before they are passed onto the Talent Team for recruitment.</li> </ul> <p><b>Engagement, Inclusion and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with Business Partners, Diversity Business Partner and Wellbeing Advisor to develop and support the implementation of engagement, inclusion and wellbeing initiatives.</li> <li>• Work with Business Partners to develop creative and focused teambuilding/team development initiatives.</li> <li>• Assist in the design and delivery of training and development initiatives.</li> </ul> <p><b>Change Management</b></p> <ul style="list-style-type: none"> <li>• To support HR Business Partners to work with managers to identify areas for change, help to define business rationale and provide advice and support throughout change processes.</li> <li>• To support HR Business Partners to effectively implement TUPE processes.</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• CIPD qualified to Level 5 or equivalent, or demonstrable professional experience.</li> <li>• GCSE Grade C or equivalent in English and Mathematics.</li> </ul>

<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of providing effective HR advice and guidance.</li> <li>• Previous experience of working in a fast paced customer service focused environment.</li> <li>• Previous experience/understanding of transactional HR processes from onboarding to offboarding and the legislation which underpins this.</li> <li>• Current employment legislation and up to date key case law knowledge.</li> <li>• Knowledge of HR best practice.</li> <li>• Experience using IT systems and packages, including Microsoft Word, Excel and PowerPoint.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent organisation skills, with the ability to adapt and prioritise according to business need.</li> <li>• Ability to analyse information and data and act upon this.</li> <li>• Excellent interpersonal skills with the ability to quickly establish and maintain good working relationships at all levels.</li> <li>• Ability to challenge managers views and ideas and suggest different ways of approaching problems</li> <li>• The ability to work and stay calm under pressure.</li> <li>• Solution focused.</li> <li>• Proactive and able to use own initiative.</li> <li>• Commitment to a collaborative approach and ability to work effectively as part of a team.</li> <li>• Customer and business focussed.</li> <li>• Understanding of and commitment to inclusion in all aspects of your work.</li> </ul>