

Role Profile

Role Title:	HR Advisor
Department:	HR Operations
Role Purpose:	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.
Reporting to:	HR Business Partner
Responsible for:	NA
Disclosure level:	None
Role Level:	Frontline Worker

<p>Key Role Responsibilities</p>	<p>Casework Management</p> <ul style="list-style-type: none"> • Effectively manage all case work up to and including final written warning, ensuring that cases are resolved in a solution focused and timely manner. • Review management of cases to ensure continual improvement and capture learning. • Proactively challenge managers to ensure that they have considered all options and evaluated the risks; recognising when to escalate within HR Operations management. • Adopt a creative approach to case management; focusing on both people and processes to develop fair, compliant and dynamic solutions that meet business need. • Maintain a current knowledge of legislation, case law and HR best practice to advice and support managers in the application of policies and procedures. • Work with Business Partners to advise and support managers with employment tribunal proceedings. • Promote and encourage informal resolution. <p>HR Information and Transactions</p> <ul style="list-style-type: none"> • 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. • Champion HR management systems to ensure they are being used effectively across business areas. • Work in collaboration with the HR Transactions team, to ensure that colleague changes are fully understood and applied in the HR
---	--

	<p>system, checking the end result prior to pay day.</p> <ul style="list-style-type: none"> • Ensure that employment checks and right to work compliance in your area is up to date and managed • Provide support with day to day HR ticketing in periods of high demand or absence. • 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. <p>Relationships</p> <ul style="list-style-type: none"> • Develop and maintain strong collaborative relationships with managers. • Fully understand and integrate in relevant business areas to become a credible stakeholder that managers involve in decision making. <p>Recruitment/Workforce Planning</p> <ul style="list-style-type: none"> • Work collaboratively with managers and the HR Transactions team to provide dynamic solutions to recruitment needs. • In conjunction with the Reward Advisor, undertake benchmarking and job evaluations to advise and support managers in designing job roles. • Support HR Business Partners to anticipate future workforce needs and provide effective solutions. • Quality assure Role Profiles before they are passed onto the Talent Team for recruitment. <p>Engagement, Inclusion and Wellbeing</p> <ul style="list-style-type: none"> • Work collaboratively with Business Partners, Diversity Business Partner and Wellbeing Advisor to develop and support the implementation of engagement, inclusion and wellbeing initiatives. • Work with Business Partners to develop creative and focused teambuilding/team development initiatives. • Assist in the design and delivery of training and development initiatives. <p>Change Management</p> <ul style="list-style-type: none"> • 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. • To support HR Business Partners to effectively implement TUPE processes.
--	---

<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • CIPD qualified to Level 5 or equivalent, or demonstrable professional experience. • GCSE Grade C or equivalent in English and Mathematics.
--	---

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