

People (HR) Advisor

Job Title: People (HR) Advisor

Responsible to: Head of People

Main purpose of Job:

This is a dynamic and diverse human resources role in a respected charity. You will work as part of a small team providing a professional HR service to colleagues right across the charity who work in a range of specialisms including health and social care, trading, fundraising education, training and business roles. You will have opportunities to take part in a broad range of initiatives from staff well-being to the development of new in-service training roles.



Hours: 30hrs per week (Tuesday to Friday)

Salary: £24,000 p.a. (based on FTE £30,000)

Main duties and responsibilities:

- Provide an accessible, responsive professional HR service in compliance with employment legislation and charity policies, working as part of a small collaborative team to ensure advice on a full range of HR matters at all times
- To build and develop relationships with managers to order to tailor people support that enables each manager and charity as a whole to support staff well-being to optimise efficiency
- Provide a recruitment service that supports all aspects of an employee's relationship and engagement with the Charity including recruitment, induction, and on-boarding.
- To be accessible to managers and staff as a trusted voice for support and guidance, modelling best practice
- Support the development of strong communication and feedback channels with all staff and through a variety of mechanisms to support employee engagement
- Assist managers in taking a proactive approach to absence management, resolution of performance issues and a smooth return to work and role
- Take responsibility for the implementation of all People policies, ensuring that all People issues are dealt with within the timescales set out in the procedures of the Charity
- Engage in promoting and 'living' the core values of the charity, representing the Charity as an ambassador in the local community and in our partnerships with other organisations
- Ensure all data on manual and computerised records is accurate and up to date and provide accurate and timely reports as and when required
- To attend and contribute to team meetings, departmental meetings and cross organisational meetings as appropriate and support the Head of People in reporting to executive team and committee meetings
- Participate actively and flexibly in a range of charity-wide activities, such as recruitment events, fundraising and volunteering events and staff activities

Key Accountabilities, Responsibilities & Tasks	
Departmental & Role Specifics	<ul style="list-style-type: none"> • Support the implementation of the people database, continuing development of the data held and further progression of modules • Guide managers through the recruitment and selection process • Participate in interviews and selection assessments as required, liaising with the appointed advertising agencies. • Advise managers in the pro-active management of short and long-term sickness absence. Identifying monthly absence triggers, preparing for formal absence review meetings, ensuring consistency and appropriate intervention at the meetings and ensuring any follow up actions are completed. • Identify and make employee occupational health referrals as appropriate, ensuring that recommendations are implemented in accordance with equal opportunity legislation and actions and reviews are documented accordingly. • Advise managers through the process of discipline and grievance, assisting with the completion of investigations, preparing for formal hearings, taking minutes, ensuring procedural compliance, and ensuring any resulting actions are recorded appropriately. • Guide managers through other employee relation processes such as flexible working requests alongside the Senior People Advisor. Supporting with the preparation of meetings and ensuring any resulting actions are recorded and processed appropriately. • Administer the process of contract changes (including T&C changes, promotions, maternity etc.) ensuring the People database is suitably maintained. • Administer the process of onboarding new employees and/or volunteers to the Charity. • Support the maintenance of the People system to achieve 'real time' information, and use report functions as required. • Prepare statistical reports sourcing information from the People Database monthly. • Support and contribute to the development of existing policies and procedures to support internal needs and legislative updates. • Maintain an efficient and effective filing system, both physically and logically and ensure employee data and personnel records, both manual and computerised are secure, accurate and fully compliant with relevant statutory and regulatory requirements. • Operate at all times in compliance with the data protection act and general data protection regulation
Qualifications, Skills, Experience, Knowledge & Approach	<p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Fully qualified to CIPD Level 5 (essential) or Fully Qualified to CIPD Level 7 (desirable) • Minimum of 3 years of experience working within HR • Experience of working within HR in a charitable or public sector setting (desirable) • Influencing managers within the boundaries of policies, procedures and the law • Experience in staff support and diversity programmes • A demonstrable record of success in previous roles <p>Knowledge</p> <ul style="list-style-type: none"> • Effective and efficient HR best practice. • A sound understanding of the principles of good HR practice and some knowledge of employment law • A sound understanding of Equalities legislation • Current knowledge of HR specific databases • Excellent knowledge on the use of Microsoft Office and Excel in particular, Microsoft Teams and Zoom • Knowledge of Hospices and the role Hospices play (desirable) <p>Skills/Competence and attitude</p> <ul style="list-style-type: none"> • Ability to work on own initiative • Customer focused and team orientated • Able to assess situations and diffuse conflict situations

This list of tasks and responsibilities is not exhaustive. The job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

	<ul style="list-style-type: none"> • Excellent interpersonal and negotiation skills, with the ability to persuade/influence and, when appropriate, challenge with tact and diplomacy • Excellent communication skills, works effectively within a team, see the potential in others and understands the impact of their actions on colleagues • Able to build and maintain effective professional relationships to collaborate effectively with internal and external contacts • A high level of personal integrity, who displays respect and empathy for others and is consistent, open and honest • Methodical and logical in approach to tasks with the ability to identify and streamline processes • Excellent organisational skills with the ability to manage tasks simultaneously • Positive solution focused attitude • Able to deliver on deadlines and sudden pressures whilst maintaining accuracy and attention to detail • To work on highly confidential and sensitive data • Numerate and literate, able to draft correspondence, documents and compile reports • Able to interpret, produce and analyse standard financial and statistical data • A 'can do' outcome focused attitude and approach, resourceful and works to make things happen taking others along with them • A relentless drive to improve performance and deliver outstanding results through new, innovative and more effective ways of working • A creative and analytical thinking style, applying tenacity in the face of obstacles • A pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur • A confidence with the latest technology and able to use technology intuitively
Communication	<ul style="list-style-type: none"> • To demonstrate a consistent and effective communication with all members of the team and all visitors to the Charity. • The ability to communicate in more than one language relevant to the population served (desirable)
Internal & External Contacts	<ul style="list-style-type: none"> • All Employees, Volunteers, Trustees and Patrons • Members of the general public. External organisations/suppliers.
Decision Making	<ul style="list-style-type: none"> • Freedom to make decisions within the boundaries of the Job Description and charity policy and procedure
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • The postholder will come into contact with emotional circumstances, through speaking to staff and or information received when taking minutes. • The post holder will frequently be required to change from one activity to another to meet the changing needs of the service. • Required to sit at a computer. On occasion, there is a requirement to manual handle parcels or boxes. Archiving / retrieving of files. • The post holder will be required to work in a high volume, fast paced environment. Frequent interruptions should be expected. Competing priorities are common place.
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations and Hospice policy • Complete all mandatory training for health and safety • Report any accidents or incidents in the department
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

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