



Job Description

Job title:	People and Culture Advisor – Employee Experience
Grade:	6 – 6.2
Hours:	37 hours a week,
Location:	Maid Marian Way
Responsible To:	People and Culture Manager

JOB SUMMARY:

The People and Culture Advisor is a key member of the People and Culture team and will support line managers and staff by providing a comprehensive, professional advice and support service, including interpretation of policies and procedures, terms and conditions, absence management and employee relations as well leading on people related projects.

Whilst, this role will work across the whole employee lifecycle, each advisor will have key specialisms that, with guidance from the P&C Manager and support from the wider team, they will lead and develop on. For this role these include:

- Reward and Recognition
- Staff Voice/Engagement – Survey, SEG, Wellbeing, Exit Interviews
- Family Friendly Policy – maternity/paternity etc.
- ER Case Management – Grievance and Disciplinary

ROLES AND RESPONSIBILITIES:

- To provide an excellent and initiative-taking HR advisory service to line managers and staff supporting them in the application of policies and procedures and current employment law relating to people management issues. This will involve coaching and supporting managers to be confident in HR practice by offering effective HR advice and enabling them to manage employee relation issues.
- To ensure compliance in relation to data protection, equality and diversity and employment legislation and proactively be aware of the implications of existing and forthcoming legislation, particularly in areas of specialism.
- To be responsible for a grievance and disciplinary employee caseload, supporting managers with investigations, and participating in formal hearings and appeals as required. Driving policy and process development in these areas and ensuring that a suite of letter templates are kept up to date to aid consistency in the managers' use.
- To be responsible for a long-term sickness caseload, supporting managers in welfare meetings, Occupational Health referrals and phased returns.



- To become an active member of the Staff Engagement Group supporting the chair in implementing new wellbeing initiatives and in embedding the groups' purpose.
- To support the People and Culture Manager in the implementation of the employee survey/pulse survey and analysis of the results.
- To support and lead on a variety of key HR projects to enhance employee experience and continually improve HR services.
- To undertake all tasks associated with the Company Reward Policy including but, not limited to, probationary perk boxes, value awards, long service awards, staff role recognition etc.. Reviewing the policy periodically to assess its alignment and impact within the organisation and where improvements could be made.
- To oversee all aspects of the company's Family Friendly policies e.g. maternity, paternity, compassionate leave etc. ensuring they align with current employment law and supporting line managers in their correct implementation.
- To assist the People and Culture Manager during transformation projects. Supporting managers with formal consultation, engagement, group meetings, 1-1 meetings, documentation etc.
- To support the Assistant P&C Advisor and P&C Advisor in attending interviews during busy recruitment periods.
- Maintain accurate HR records and filing systems and keep up to date the employee relations tracker/ case log.
- Assist in the development and delivery of HR management training programs as appropriate.
- Continually develop your professional knowledge and skills by keeping up to date with external trends and best practice in your areas of expertise and HR more broadly. This will include keeping up to date employment legislation and company developments and providing advice and interpretation on the implications of such changes.
- Ensure payroll activities associated to the role holders tasks are processed in a timely manner to enable accurate processing by the People & Culture Administrator.

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.



- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain your own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	CV	Iv	C
Education			
GCSE or equivalent in Maths and English (E)	✓	✓	✓
CIPD Level 5 in Human Resources or equivalent experience (E)	✓	✓	✓
Experience & Knowledge			
Significant knowledge of employment law and HR best practice to advise and coach others. (E)	✓	✓	
Up to date knowledge of current employment legislation, trends and external HR best practice. (E)	✓	✓	
Developing and updating new employment policies and procedures which are user friendly and add value. (E)	✓	✓	
Managing HR risks in handling complex HR casework (E)	✓	✓	
Skills & Ability			
Strong organisational skills and an aptitude for forward planning with an ability to prioritise. (E)		✓	
Willingness to continually seek and act on opportunities to improve service (E)	✓	✓	
Excellent IT Skills (D)	✓	✓	
Excellent team working (E)		✓	
Ability to understand HR issues and advise managers appropriately and persuasively on the action they should take. (E)	✓	✓	
Excellent communication, interpersonal, and problem-solving skills, with the ability to build and maintain effective working relationships with all levels of the organisation (E)	✓	✓	
Able to contribute to the work of the department and establishing professional credibility. (E)	✓	✓	
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	✓	✓	
Collaborative and team player (E)	✓	✓	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	✓	✓	
Understands the need to have a flexible approach to working requirements (E)	✓	✓	