

JOB DESCRIPTION

Job Title People Advisor

Accountable to Lead People Advisor

Purpose of the Job

To deliver excellence in HR advice, administration and customer service across the whole client base. You will maintain the highest possible levels of integrity and confidentiality whilst performing all aspects of the job as well as constantly striving for more efficient ways of working to provide the very best client experience.

Main Responsibilities

1. To manage and support a wide range of clients leading, advising and supporting their HR requirements. Liaising with colleagues both internally and client Payroll providers to ensure a seamless HR service.
2. To prepare, amend and update policies and procedures for all clients and standard documentation and templates for supporting client delivery.
3. Respond promptly to a wide range of client enquiries, via telephone, email or other correspondence, relating to HR and administration. This will be provided professionally and accurately.
4. To keep abreast of legislative changes, current trends and best practice and produce advice notes for sharing with our clients and other communications.
5. To deliver accurate and timely advice on employment legislation, best practice and policy and procedures in relation to and in the context of client's policies and procedures on a range of HR matters including complex employee relations casework, recruitment and selection, remuneration, terms and conditions of service, disciplinary, capability, grievance, redundancy and restructures, TUPE etc.
6. To attend client locations where necessary to attend meetings, hearings, appeals to deliver excellent service while providing advice, guidance and support.
7. To attend online or in person meetings to advise at formal hearings and appeals, up to and including dismissals and attend and provide advice and support at union consultation meetings.
8. To support with the planning and delivery of online or in person training events.
9. Liaise with other partners and external agencies where required.

10. To be responsible for the HR administration services for clients including liaising with client's payroll providers.
11. To prepare sickness reports and attend sickness review meetings.
12. To keep all file management systems up to date
13. To undertake job evaluations.

Other responsibilities

1. Be compliant with Horizon HR policies and procedures.
 2. Provide support for other colleagues when necessary.
 3. Maintain high levels of confidentiality and integrity at all times.
 4. To promote Horizon HR Ltd wherever possible and identify opportunities for new business.
 5. Proactively seek continuous improvement in every aspect of the job role and across the business.
 6. Any other duties commensurate with the purpose and grading of the post.
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Signed

Date

Person Specification

Job Title: People Advisor			
Qualifications			
Essential		Desirable	
	Chartered Institute of Personnel and Development qualification – Minimum Level 3 (or equivalent experience)		Educated to degree level or equivalent.
	Full Driving Licence and own transport.		Current membership of the Chartered Institute of Personnel and Development.
Competencies and Knowledge			
Essential		Desirable	
	<p>Proven experience in an advisory position within a HR environment which will include advice and support for managers, training, responsibility for issues such as the appointment and dismissal of staff, grievance, disciplinary procedures, absence management, redundancy etc.</p> <p>Experience of attending hearings up to and including dismissal to advise managers and/or present the case</p>		<p>Previous experience of working in HR in the Local Government and/or Education Sector.</p> <p>Previous experience of working with Trade Unions.</p>
	Able to demonstrate careful attention to detail and ability to check all work for accuracy		Previous experience of working in HR in the charitable Sector.
	Competent in interpreting and providing advice on employment legislation and conditions of service to ensure compliance and best practice.		<p>Understanding of terms and conditions of employment within schools and academies</p> <p>Understanding of Education Legislation</p>
	<p>Competent in establishing good working relationships with a range of clients at all levels.</p> <p>Ability to quickly gain credibility and trusting relationships with clients.</p>		<p>High level of numeracy skills and ability to deal accurately with manual calculations of a complex nature.</p> <p>Confident in negotiating with trade union representatives</p>

Essential		Desirable	
	Competency in working within the constraints of predefined employment policies and procedures		Competency in formulating and implementing policy and initiatives
	Understanding of, and commitment to equality, diversity and inclusion		Experience of providing creative solutions to complex employment issues within the constraints of regulation and policy.
	Highly skilled communicator both verbally and in writing		Confident in use of HR, Payroll software
	Ability to use initiative to solve problems and think outside the box		Confident in planning and delivering presentations
	Excellent ICT skills including use of Microsoft office (word, Excel) and ability to quickly learn and use other software systems.		Experience and competence in using CRM systems
	Ability to prioritise and work well under pressure to strict deadlines		