

## **Job Description**

**Post:** People Services Advisor  
**Hours:** 37.5 hours per week  
**Reports to:** Head of People Services

- To work closely with the Head of People Services to ensure the delivery of an effective HR support and advisory service to managers, staff and other relevant groups.

## **Key Tasks:**

### **Service Delivery**

- Provide a high standard of first line advice and guidance to managers, staff and volunteers on a full range of HR matters.
- Provide efficient and effective administrative support to the People Services Department.
- Support investigations and formal hearings in relation to disciplinary, performance and grievance matters where appropriate, including minute taking.
- Support the review and development of existing systems and processes.
- Support the absence management process including return to work compliance, reviewing absence triggers and liaising with Occupational Health.
- Support with any change management initiatives.
- Support with organising and facilitating volunteer engagement events

### **Information and Systems Development**

- Support the implementation, ongoing development and accurate up-dating of our system to record HR information (SMI).
- Process a wide range of employment documents, including contracts of employment, letters, forms and recruitment packs, ensuring they are accurate and well-presented, meeting specifications and deadlines.
- Ensure information is efficiently cascaded to relevant departments, such as Payroll.
- Ensure the appropriate use and safe storage of personal information held by the People Services department, in accordance with relevant data protection legislation, and to follow relevant codes of practice to ensure effective information governance.
- Support with monitoring and collating feedback and evaluation information, for example exit interviews and new starter feedback.

## **Resourcing**

- Support managers to recruit and induct high quality employees and volunteers through the use of fair and relevant recruitment methods and thorough induction processes.
- Co-ordinate and provide administrative support in relation to recruitment and selection activities.
- Undertake screening checks including Disclosure and Barring Service checks, professional registration checks and Right to Work checks.

## **Other duties**

- Undertake any other appropriate tasks requested by the Chief Executive and Senior Management Team.

This job description is subject to review as part of the annual appraisal process and in case of any changed service provision.

## Person Specification

<b>Knowledge and qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Human resource qualification – CIPD level 3 or equivalent, <b>or</b> demonstrable experience	✓	
An understanding of relevant employment legislation and ACAS Codes of Practice	✓	
Good understanding of a variety of HR administrative processes	✓	
<b>Experience</b>		
Previous experience of working in a generalist HR environment	✓	
Experience of working with an organisation to understand its principles and goals and of providing HR support to achieve these	✓	
Experience of supporting line managers to undertake HR processes	✓	
Experience of working with staff committees and/or Trade Unions		✓
Experience of working with volunteers		✓
Experience of using Microsoft Office	✓	
Familiar with SMI software		✓
<b>Skills and abilities</b>		
Ability to exercise advisory, guiding, negotiating or persuasive skills in order to encourage others to adopt a particular course of action, both verbally and in writing	✓	
Excellent interpersonal skills, with the ability to communicate at all levels and develop positive and effective working relationships with a wide range of others	✓	
Excellent organisational skills	✓	
Ability to act on own initiative, manage and prioritise own workload and juggle priorities to meet own and others deadlines.	✓	
Aptitude and enthusiasm for implementing continued improvements to HR processes	✓	
<b>Personal qualities</b>		
Commitment to the prime importance of confidentiality	✓	
Strong sense of responsibility and accountability	✓	
Non-judgemental approach	✓	
Ability to work calmly and methodically under pressure	✓	

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