

## **JOB DESCRIPTION**

**Job title:** HR Adviser

**Service:** Human Resources

**Salary:** Grade 3 Point 20 – 23

**Hours:** 37 hours per week (full time)

**Reports to:** HR Business Partner

**Location:** Family Action Head Office, City Road, London

### **Summary of job:**

The jobholder is expected to work flexibly to meet the needs of Family Action. There will be regular travel to our services across England, Wales and the Isle of Man.

Under the guidance of the Head of HR and HR Business Partners, and in line with the Family Action values, you will support the work of the HR team by providing high quality advice and support to line managers and employees across the organisation.

The successful HR Adviser will have generalist employee relations experience and be passionate about progressing a career in HR and is committed to building strong relationships and providing an effective, high quality HR service that supports the delivery of both the Organisational and Workforce Strategies.

### **Key tasks and responsibilities:**

1. Manage a high volume of employee relations cases, and provide advice and support to line managers, preparing case documentation and ensuring procedural timescales are adhered to for all cases including discipline, grievance, performance, sickness absence (including OH referrals) and ensure a consistent and fair approach to people management.
2. To maintain knowledge of developments in employment law legislation, case law and best practice and understand their role in informing how HR processes mitigate risk.
3. To contribute to best practice amongst colleagues by ensuring regular case reviews and lessons learnt are reflected in Family Action's policies and procedures.
4. To work within the parameters of GDPR, ensuring data and information is protected and handled correctly.
5. To develop and maintain collaborative and productive relationships with all levels of staff including senior management and union representatives while establishing professional credibility.

6. To coach and advise line managers in all change management casework including TUPE, redundancy and restructuring and to ensure all processes are completed in a timely way and within required timescales.
7. To work independently and on your own initiative in all areas of your work, including, casework, writing, reviewing and embedding policies, with appropriate guidance from senior colleagues when appropriate.
8. To assist the Head of HR and HRBPs in training and coaching for line managers on HR processes, and to provide support to service managers on their recruitment needs, as required.
9. To assist the Head of HR in compiling and presenting HR management information and metrics and produce reports using the HR database, as required.
10. To support the delivery of the Workforce and undertake HR projects, working as a team to complete tasks within tight timeframes and ensuring, at all times, that the HR department adds value to the organisation.
11. To participate as the HR representative on a range of boards and steering groups, as required, including Equality and Diversity, Workforce Strategy Development Group, Health and Wellbeing, Domestic Abuse and Violence, JNC and Co-Production.
12. To participate and contribute to HR Team meetings and training.
13. To support the HR Administrator with the high-volume of administration tasks on a weekly basis (0.5 days per week).
14. To lead by example and demonstrate Family Action's values of can-do, excellence, mutual respect, child and people focus, and in your work, behaviour and in your professional relationships with colleagues, partners and service users.
15. To ensure you have an understanding (appropriate to your role) and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To work flexibly, as required by the needs of the department and organisation and carry out any other reasonable duties when requested.

## Person Specification

1. Educated to degree level or equivalent experience; experience of previous HR casework and a passion for developing a career in HR.
2. Demonstrated commitment to Family Action's values of can-do, excellence, mutual respect, and people focus.
3. Excellent interpersonal skills with the ability to quickly establish, and maintain, good working relationships at all levels.
4. Ability to work with diplomacy and assertiveness, and maintain confidentiality at all times.
5. Ability to prioritise workload and work to deadlines with a proven ability to work independently and on your own initiative (appropriate line management support will be provided).
6. Proactive with proven ability to work independently and as part of a team.
7. Curiosity about developments in Human Resources and how they might impact Family Action's workforce.
8. Have an up to date understanding of employment legislation, best practice and HR policy and procedures.
9. Computer literacy including competency in all Microsoft Office products, basic intranet management and HR databases, including self-service.
10. Ability to facilitate training and coaching to support the implementation of Family Action's HR related policies and initiatives.
11. Pragmatic and solution focused with a strong customer focus.
12. Excellent written and verbal communication skills, including policy writing, marketing jobs, report preparation, staff training and capacity to influence people in the organisation.
13. Ability to work flexibly and creatively in a busy HR environment and to prioritise work to meet the needs of customers whilst maintaining professional standards.
14. A positive attitude to innovation and change, and a willingness to propose improvements.
15. Willingness and capacity to travel to Family Action services, as required.
16. To demonstrate a commitment to Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused

- b) Reflecting a 'can do' approach
- c) Striving for excellence in everything we do
- d) Having mutual respect for everyone we work with, work for and support through our services