

## Job profile: People Advisor

**Purpose:** To provide knowledge and advice with complex people queries for managers across the business, supporting the devolved approach to people management. To always operate with the customer in mind; and become a trusted partner by offering a positive first response and applying continuous improvement principles across all work activity.

**Reporting:** Reporting to People Manager

**Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

**Essential Skills and experience:** Experience in People Advisory roles in multiple sectors across a multi-site environment, build relationships and inspire confidence in senior managers, strong influencing, challenge and coaching skills, strong commercial acumen and focus, experience of managing complex ER issues, interpretation and analysis of data to make informed decisions and help shape future priorities, good all-round technical HR knowledge covering both theory (employment legislation) and practice

**Qualifications:** CIPD Qualification or equivalent

We are the  
*difference*  
makers

We make a *difference* to Members & customers

### Role responsibilities:

- To be a key relationship contact with business areas for all People policy and procedures and be the expert in Employee Relations advice.
- Business Coach to support newly appointed senior managers understanding and following Society people policy and procedure
- To support managers in the understanding of People policies and procedures to facilitate a positive, self-service culture.

- ✓ Positive customer feedback
- ✓ Business compliance with People policies and procedures

We're *better* every day

### Role responsibilities:

- Data insight specialist identifying people case themes and trends and provide recommendations to change via effective reporting.
- To identify any themes / trends with cases and provide escalation via appropriate route and make recommendations for improvements as required
- SLA reporting production

- ✓ Accuracy of input / output via reduction of exceptions / alerts / customer queries
- ✓ Continuous improvement methodology

### We're a caring community

#### Role responsibilities:

- SME for complex cases providing remote support for managers to mitigate the risk for the Society in relation to: disciplinaries that are based around gross misconduct (potential dismissal) and support on grievance hearings, appeals. ✓ Legal compliance
- Lead on early conciliation, Employment Tribunals and Settlement Agreements ✓ Employment tribunal case outcomes
- Work with 3rd line external support (CEA) for complex escalations, to see to resolution ✓ Self-driven development and learn in flow of work
- To identify any upcoming changes to employment law and provide recommendations to support with a successful implementation in Society

### We work together with purpose

#### Role responsibilities:

- People project support where required with acquisitions, mergers, disposals or changes to terms and conditions. ✓ Delivery of our People strategy in business areas
- To work with a customer centric approach in all activity and be key contact for identified third party relationships ✓ Successful outcomes with Occupational Health provider
- Support to manager with colleague welfare and appropriate reduction in time away from the business, utilising the OH support offering where appropriate ✓ Absence metrics
- Support the business to drive down sickness absence in line with business strategy
- Provide effective trauma support routes using identified 3rd party for impacted colleagues