

## ROLE PROFILE

|                            |  |                              |                   |
|----------------------------|--|------------------------------|-------------------|
| <b>Role Title</b>          | HR Advisor   | <b>Location</b>              | Bristol/Glasgow   |
| <b>Business Unit</b>       | HR   | <b>Reports to Role Title</b> | HR Advice Manager |
| <b>Travel Requirements</b> | Flexible homeworking/office based with regular site visit. |                              |                   |

### PURPOSE

Provide accurate and consistent policy advice to people managers and employees. Collaborate with people managers to support the accurate application of organisational policies, providing advice on all people matters to ensure legal compliance.

Support the development of people managers through coaching and the facilitation of people management training enhancing capability and minimising risk.

Contribute to a culture of continuous improvement, developing new processes, procedures and practice in line with the HR Strategy. Work with the wider HR Team to provide a proactive and effective HR service for all areas of the business.

### CORE ACCOUNTABILITIES

- Provide policy advice and guidance to managers and employees in accordance with legislation and company policies.
- Coach and support managers in all aspects of people management including; performance management, disciplinary, absence management, capability and grievance processes to ensure compliance to both company policy and employment legislation to mitigate risk.
- Accountability for end to end case management.
- Adopt a continuous improvement approach and encourage managers to identify and implement key learnings and improvements.
- Provide direct and in person support for complex and high risk cases where necessary.
- Maintain up to date case logs and attend weekly HR Business Partner meetings to discuss cases and trends in their business area. Provide updates on high risk, high sanction and sensitive cases as these emerge.
- Keep abreast of changes to employment law and best practice and take the lead on employee relations, policy and project work.
- Responsible for maintaining and updating; policies, contracts management toolkits and templates
- Develop and facilitate people management training enhancing capability and minimising risk.
- Support HR Business Partners in managing reorganisation, redundancy and TUPE programmes accountable for the consultation process and ensuring compliance with legislation.
- Liaise with ACAS and or external legal counsel regarding early conciliation and tribunals, collating information to inform and collaborate with HR Business Partners at each stage of the process.
- Responsible for the analysis and distribution of monthly key HR metrics for each business unit.
- Host monthly Management Call with key business units to discuss HR metrics reports and current employee relations matters. Highlight and review trends and concerns identified.
- Requesting Occupational Health & GP reports in collaboration with Line Managers.
- Supporting key projects within the wider HR Team.

### CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE

Internal

- People Managers
- HR Team
- All employees across the business

#### External

- ACAS
- External Legal Counsel
- Occupational Health and GP surgeries
- Case management systems

### **KNOWLEDGE/ EXPERIENCE/ SKILLS**

#### **Experience**

- Generalist HR experience gained within a range of environments.
- Proven ability of supporting high volume employee relation case management.
- Experience supporting restructuring, redundancy, tribunal claims and TUPE.
- CIPD qualified with experience in managing and advising on complex, high risk and sensitive cases in a fast paced, commercial and customer focused environment.
- Day to day third party management experience in a HR environment.
- Experience managing small-medium HR projects and working collaboratively with colleagues in a centre of excellence/shared service environment to deliver company people plans.

#### **People Spec**

- A commercially focussed, hands on, action orientated person
- A focus on proactive continuous improvement and front end customer service
- Stakeholder management, able to build effective relationships within HR and across the business
- Flexible mindset with the ability to draw on a range of experiences in order to provide the most appropriate approach for differing scenarios
- Excellent communication and influencing skills – written and verbal including preparation of reports and presentations with strong attention to detail