

# Role Profile - People Advisor

Role Levelling

P2

Purpose	Key Relationships
<p>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.</p>	<p>Managers, colleagues, CEA, Operational Management, Senior/People Partners, Usdaw, Occupational Health Provider</p>

Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> <li>• To identify any upcoming changes to employment law and provide recommendations to support with a successful implementation in Society</li> <li>• To identify any themes / trends with cases and provide escalation via appropriate route and make recommendations for improvements as required</li> <li>• To support managers in understanding their role in all people policy and processes</li> <li>• To update standard operating procedures to required standard as and when required</li> <li>• To work with a customer centric approach in all activity and be key contact for identified third party relationships</li> <li>• SME for complex cases providing remote support for managers to mitigate the risk for the Society in relation to:             <ul style="list-style-type: none"> <li>• Disciplinarys that are based around gross misconduct (potential dismissal) and support on grievance hearings, appeals.</li> <li>• Lead on early conciliation, Employment Tribunals and Settlement Agreements</li> <li>• Business Coach to support newly appointed senior managers with understanding and following Society people policy and procedure</li> <li>• Work with 3<sup>rd</sup> line external support (CEA) for complex escalations, to see to resolution</li> <li>• People project support where required with acquisitions, mergers, disposals or changes to terms and conditions.</li> </ul> </li> <li>• Data insight specialist identifying people case themes and trends and provide recommendations to change via effective reporting.</li> <li>• Support to manager with colleague welfare and appropriate reduction in time away from the business, utilising the OH support offering where appropriate</li> <li>• Support the business to drive down sickness absence in line with business strategy</li> <li>• Provide effective trauma support routes using identified 3<sup>rd</sup> party for impacted colleagues</li> <li>• SLA reporting production</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of our People strategy in business areas</li> <li>• Business compliance with People policies and procedures</li> <li>• Let's Listen survey improvements</li> <li>• Accuracy of input / output via reduction of exceptions / alerts / customer queries</li> <li>• Required SLA achievement</li> <li>• Team player</li> <li>• Customer feedback</li> <li>• Achievement of objectives</li> <li>• Self-driven development and learn in flow of work</li> <li>• Innovative, curious, curator, creator, confidence</li> <li>• Continuous</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD (or equivalent) qualification</li> <li>• Experience in People Advisory roles in multiple sectors</li> <li>• Experience of working in a multi-site environment</li> <li>• Able to quickly build relationships and inspire confidence in senior managers</li> <li>• Strong influencing, challenge and coaching skills.</li> <li>• Strong commercial acumen and focus</li> <li>• Previous experience of managing complex ER issues</li> <li>• Able to interpret and analyse data to make informed decisions and help shape future priorities</li> <li>• Good all-round technical HR knowledge covering both theory (employment legislation) and practice</li> </ul>