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|  | **Job Description** | |
| Senior HR Advisor | |
| Reporting to: | HR Manager |
| Responsible for: | This role does not have direct line management responsibility for Team Members at this time. |

Aims of the post

The role of a Senior HR Advisor (HRA) is to ensure that human resource policy and procedure is implemented fairly and consistently across the organisation and delivers the appropriate outcomes at an operational level in a timely manner. A key responsibility is to work integrally with operational teams to deal with HR issues, drive performance and holding both self and colleagues to account.

Main purpose of the job

* Work closely with allocated partner teams “in the field” to provide a comprehensive, professional and customer focused ‘people’ service by supporting on a broad range of generalist activity.
* Act as the first point of contact for all employee relations cases – including absence management, performance management and probation, flexible working, disciplinary and grievance.
* Coach and support line managers to ensure a good understanding of employment legislation and best practice.
* Contribute to the development by identifying trends, updating and implementation of progressive HR & Organisational Development (OD) related policies, procedures, guidance and training to perpetuate business improvement.
* Understand and ensure integrity and consistency of contracts of employment and terms and conditions frameworks.
* Maintain and enhance HR systems.
* Monitor employee experience at all stages of the employee lifecycle, adopting a progressive culture of continuous improvement.
* Support the People Services Team with administration where required.
* Promoting, role modelling and delivering the organisation’s People Strategy.

# Working in Partnership

* 1. Provide coaching, training and support for leaders to anticipate and pre-empt organisational issues ensuring that our managers create the very best environment for our Employees.
  2. Participate in the training of leaders (and others with supervisory responsibilities) in HR and employment procedure and protocol including coaching and mentoring in relation to people management policies and procedures.
  3. Support leaders in their interaction with any HR and people management system to robustly record, track and report on their employment activity.
  4. Produce informative management guidance on HR initiatives, key issues, and policies and to create communications in line with our branding and core values.

# People Management and Employee Relations (ER)

* 1. Ensuring that managers have the tools and resources in place to address, and receive appropriate support for disciplinary, grievance, absence (long and short-term), performance management and flexible working cases.
  2. Ensure resolution in a timely manner of ER issues in line with KPIs ensuring a fair process to those involved and that the impact upon the running of the organisation is minimised.
  3. Ensure that the HR Manager & People Director are aware of any potential complex or high-risk employee relations situations that may require additional (notably external) advice and support.
  4. Liaise with managers regarding employees in their probation period and attend probation review meetings where required.
  5. Ensure that meaningful probation reviews are conducted in a safe and timely manner; identifying and addressing issues where appropriate.
  6. To advise on maternity, paternity, adoption and shared parental leave cases, as well as any other type of absence.
  7. Submission of DBS referrals (or any updated or similar schemes) for necessary cases in a timely and factual manner at the request of the HR Manager and/or People Director.

# Employee Lifecycle

* 1. Work alongside the operational teams and central recruitment team to ensure an effective onboarding process for candidates in line with organisational values and business need.
  2. Work with operational teams and the central learning and development team to ensure that new employees are given the best opportunities to succeed during their first 6 months (probation) period within Phoenix.
  3. Work with the operational teams to develop best practice in the selection and onboarding process. Participate in interview panels where required and provide professional advice to decision making.
  4. Work alongside senior management and central support teams to support talent management and succession planning by identifying and developing high potential employees.
  5. Champion employee benefits, ensuring that the Phoenix Terms & Conditions Framework is implemented consistently and that all employees are aware of their benefits.
  6. Support with health and wellbeing, and diversity and inclusion initiatives.
  7. Ensure that all employees meet the fit and proper persons requirements under our governing legislation, including referrals to Occupational Health.
  8. Conduct Exit Interviews, record and understand reasons for leaving.

# Business Analysis, Metrics, Reporting & Projects

* 1. Train and support managers to use the HR system and other tools available to them.
  2. Production of periodic and ad-hoc people related management reports to ensure awareness and understanding of workforce statistics and advice on areas for improvement. Including providing managers with reports on absence, probations etc.
  3. To be a significant contributor to systems development, and act as the custodian of people data ensuring its validity.
  4. To deliver training and OD materials/solutions to meet business needs.

# Health, Safety & Wellbeing

* 1. Be aware of the overall responsibility Leaders have for the health and Safety arrangements within the service and the wider organisation. This includes risk assessment of those working within the services.
  2. Be able to support the risk assessments of those working within the Services and ensure adequate arrangements are in place for monitoring and review of measures that follow from the assessments.
  3. Work with the HR Manager, People Director and organisational teams to support the delivery of the ‘Wellbeing Strategy’ providing feedback on its success and to drive continuous improvement.
  4. To develop and implement innovative wellbeing initiatives that enhance employee wellbeing and improve productivity and performance.
  5. Understand when RIDDOR reports should be generated and ensure leaders do so appropriately in every instance.
  6. Take care of your own health and safety and that of people who may be affected, including People we support, fellow colleagues and visitors by what you do (or do not do).
  7. Cooperate with others on health and safety, and not interfere with, or misuse, anything provided for your health, safety or welfare.
  8. Follow the Company’s Policies and procedures, training and instruction you have received while at work.
  9. Immediately report and Health and Safety concerns to your Manager.

# Relationships

* 1. Establish and maintain balanced and cordial relationships with employees, leaders, customers, the local community and other parties to whom Phoenix has dealings.
  2. Always represent the Company and our services in a professional way.
  3. Work as an integral part of the operational team; supporting the operations team to provide high quality customer service.
  4. Develop positive and proactive relationships with Central Support ‘Hub’ services (e.g. Recruitment, Central HR Administration, Finance, Maintenance, IT and other central support services).

# Personal Responsibilities

* 1. Maintain a clear understanding and providing up to date knowledge of the legal framework within which HR operates; supporting to develop HR policies in line with current legislation and keeping abreast of modern HR procedures and best practice.
  2. To be responsible for organising and prioritising own workload daily and strategically.
  3. Understand your responsibilities for safeguarding when interacting with People we support, their personal information and when visiting any of our services.
  4. To maintain appropriate confidentiality of information relating to the Company and its employees and maintain compliance with the Data Protection Act and General Data Protections Regulations (GDPR).
  5. This role will act as a role model for the Phoenix Values and Code of Conduct.

Person Specification

APP – Application INT = Interview AST = Assessment

| **Essential Criteria** | **Measurement** | | |
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| **APP** | **INT** | **AST** |
| Member of CIPD. Willingness to attend and participate in training to update skills and knowledge. | **✓** | **✓** | **✓** |
| Evidence of continued professional development. | **✓** | **✓** | **✓** |
| Experience/Knowledge: 2 years’ experience working in a busy generalist HR/People role. Proven track record of supporting and where necessary challenging managers to ensure best practice ER working environment. | **✓** | **✓** |  |
| Solid understanding of absence management procedures, including use of trigger points, formal management process up to and including termination of employment, occupational health and reasonable adjustments | **✓** | **✓** | **✓** |
| Track record of supporting disciplinary and grievance cases within a fast-paced environment, including supporting and acting as procedural adviser at formal meetings and hearings. | **✓** | **✓** |  |
| Thorough knowledge and understanding of modern Employment practice and Law. | **✓** | **✓** |  |
| Detailed understanding of contracts of employment, including processes to vary terms and conditions. | **✓** | **✓** |  |
| Has a good understanding of and a commitment to Equal Opportunities and Diversity. |  | **✓** |  |
| Knowledge of health, safety, wellbeing and risk assessment. | **✓** | **✓** | **✓** |
| Excellent written and verbal communication skills. | **✓** | **✓** | **✓** |
| Good IT skills, skilled in using Microsoft Word, and Excel packages and experienced in working with HR packages/databases. | **✓** | **✓** | **✓** |
| Excellent organisational skills including ability to manage time and prioritise effectively. | **✓** | **✓** | **✓** |
| Motivated and able to use own initiative whilst remaining flexible, reliable, patient, compassionate and maintaining a sense of humour. Ability to tolerate ambiguity. | **✓** | **✓** |  |
| Passion to provide an excellent quality of service. | **✓** | **✓** |  |
| Driving licence/able to travel. | **✓** |  |  |

| **Desirable Criteria** | **Measurement** | | |
| --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
| Have, or working towards CIPD Level 5 | **✓** | **✓** |  |
| Experience of working in people management within a regulatory environment / care. | **✓** | **✓** | **✓** |
| Skills in coaching and feedback in Employment related issues. | **✓** | **✓** | **✓** |
| Ability to resist/report action or inaction that breaches practice, policy or law. | **✓** | **✓** | **✓** |

Competency Framework

| **Core** | | |
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|  | Demonstrates fortitude in actions and personality. |  |
|  | Continued focus on people we support and engage with. |  |
|  | Communicates and interacts with colleagues positively. |  |
|  | Take responsibility for personal practice and development. |  |
|  | Strives for quality improvement. |  |
|  | Delivers functional competencies. | As set out in your job description. |

| **Leadership** | | |
| --- | --- | --- |
|  | Shares and develops relationships |  |
|  | Champions team culture and purposeful development |  |
|  | Plans effectively and delivers innovatively against business objectives |  |

Values

| **Organisation Values** | | | **Measurement** | | |
| --- | --- | --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
|  | Nurture | To support, cherish and encourage the individual based on their own opportunities now and into the future. | **✓** | **✓** | **✓** |
|  | Flourish | To provide the right environment and encouragement for each individual to make their own unique achievements. | **✓** | **✓** | **✓** |
|  | Grow | To foster, cultivate and develop positive relationships and progression. | **✓** | **✓** | **✓** |

| **Team Charter** | | | **Measurement** | | |
| --- | --- | --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
|  | Honesty | Mutual honesty is the cornerstone of any relationship we build with the people we work with. | **✓** | **✓** | **✓** |
|  | Empathy | We work to understand and empathise with all the individuals we care for – it is important we show empathy and not sympathy. | **✓** | **✓** | **✓** |
|  | Aspiration | We work to assist all individuals aspire to achieve their goals and outcomes. | **✓** | **✓** | **✓** |
|  | Respect | We treat others in the same way we wish to be treated and to build shared respect. | **✓** | **✓** | **✓** |
|  | Teamwork | We strive to provide consistency in our approach through effective teamwork and to bring the best out of each other. | **✓** | **✓** | **✓** |