



Job Description

Job Title: HR Adviser

POSCODE: HAY2177

Grade: NCT Grade I

Overall Purpose of Role

Operating in a business partnering model the HR Advisor is customer focussed, providing first line professional advice and support on a full range of HR matters, including case management, employment relations and service change programmes. The post is also responsible for interrogating and advising on the employee records system, producing reports and identifying trends and issues.

Main Accountabilities

1	Advice and support: Provide advice and guidance on HR issues to support managers within agreed policies and procedures, terms and conditions, providing a range of options, assessing risk factors and providing challenge, taking into account employment business needs and legislation requirements. Understanding when to escalate more complex issues to the Assistant Business Partner. Embed good practice with regards to safeguarding of children and vulnerable adults by advising managers on NCT or customer's disclosures policy DBS process.
2	Employee Relations: Provide advice, guidance, training and coaching to managers on employee relations casework at informal and first stage (e.g. absence, performance, grievance, disciplinary, flexible working and organisational change), building relationships to secure a proactive, supportive and professional HR service and ensuring all aspects are handled appropriately and promptly allied with service plan and within agreed frameworks, policies and timescales.
3	Customer Relationship: Act as the front line into the HR service, responding to first line enquiries via the service email inboxes and phone, supporting the response to varied HR related queries and requests. Work collaboratively with recognised Trade Unions, attending regular meetings with them.
4	Change Management: Support change management projects including service restructures and TUPE transfers, supporting the Assistant Business Partner with a project management approach to support and coach managers to drive through change. Ensure that structural changes are fully implemented and changes to the employee data base are completed to maintain the integrity of the system and accurate management information.
5	Information Management and Analysis: Oversee the maintenance and validation of data to ensure that it is accurate and up to date. Undertake regular data analysis for HR reports, to ensure that issues and trends are discussed with managers as a basis for highlighting trends and advising on problem resolution.

	Contribute to the provision of accurate and timely workforce information reports for management teams, including analysing and interpreting workforce information. Highlight trends and patterns and recommend solutions as necessary to meet trends, shortfalls and planned changes and ensure that managers are aware of these.
6	Project Work : Undertake allocated NCT and team based HR project work, for example transformation and restructure projects, playing a key role in supporting the Assistant HR Business Partner to ensure that projects are delivered on time and to agreed objectives and performance standards.
7	Job evaluation: Advising managers on the evaluation of role profiles, administering and attending job evaluation panel meetings and liaising with establishment control. Supporting the HR Team with the administration and maintenance of the NCT job evaluation scheme.
8	HR Policies and Organisational Development: Support the continuous development of the HR service through policy development. Support the Assistant Business Partner to deliver training for managers and employees on a full range of HR policies. Support managers to drive performance management within NCT by coaching and mentoring managers and employees.
9	Occupational Health: supporting the use of the Occupational Health contract, advising managers on the most appropriate referral route, checking the quality of referrals and liaising with the provider.
10	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*
We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Educated to A Level or equivalent	Relevant to role	E
CIPD Level 3 qualification or demonstrable experience of working in a similar role.	HR General	E
Educated to Degree level or CIPD Level 5 qualification.	HR General Degree relevant to role	D

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge:		
Sound knowledge of employment legislation	Employment law legislation and reviews	E
Good understanding of HR processes and practices	NCT HR Policies and procedures and national/statutory processes	E
Knowledge and understanding of the role of Trade Unions	How Trade Unions work in an organisation such as Children's Trust	E
Knowledge and understanding of GDPR and the importance to this role	General Data Protection Regulations legislation and application to the role/wider Trust	E
Knowledge of large organisation's terms and conditions of employment	How terms and conditions can vary in large organisations	D
Skills:		
Ability to communicate effectively both verbally and in writing.	Clear and accurate communication so colleagues can understand advice given.	E
Understanding customer needs, taking action and working effectively within changing priorities.	Demonstrate an understanding of customer's needs and taking appropriate action to meet their requirements and manage expectations. Work effectively in changing work environments and in the face of	E E

	conflicting priorities. Ability to plan and prioritise workload whilst maintaining standards and meeting deadlines.	
Self reliance and able to work from own initiative in varied locations	Ability and confidence to be self-reliant and work from varying locations using available technology effectively, without heavy reliance on supervision	E
Accuracy	Demonstrate accuracy and attention to detail in all aspects of work.	E
Demonstrate initiative	Use own initiative to plan and complete tasks to meet deadlines and targets.	E
Effective Team member	Recognises individual responsibility to contribute to the effective working of the team.	E
Ability to support managers in employment relations cases	Ability to support managers in dealing with change management, disciplinary, grievance, absence and redundancy issues	E
Influence and set out options	Ability to influence managers to consider options and advise in a risk preferring manner.	D
Experience of delivering training courses.		D
Experience:	Give an idea of the type and level of experience required do not specify years of experience.	
Working in HR environment	Demonstrable experience of working within a HR environment delivering HR advice and support to customers.	E
Continuous Professional Development	Evidence of continuous professional development in the area of HR.	E
Effective use of data	Sound experience of using data effectively to provide useful management information and ability to interrogate and present data using Microsoft Excel.	E
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	Demonstrate an understanding of the safe working practices that apply to this role.	E
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	E

Disclosure level	
What DBS Level is required for this post?	
None	<input checked="" type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>