

JOB DESCRIPTION

Job Designation/ Service	HR Advisor – ER Specialist
Responsible to	HR Business Partner
Location:	Head Office, Bowscar, Penrith (hybrid working: 3 days office/in service; 2 days from home)

Introduction:

As an HR Advisor you will provide reliable and pragmatic advice, coaching, and guidance to line managers across the business on a range of employee relations matters, with the aim of supporting a consistent employee experience across our Care Teams and Head Office populations.

Reporting to the HR Business Partner, and primarily based in Penrith, with element of hybrid working, there will be a requirement to occasionally travel to sites across Cumbria, Northumbria and South Scotland to offer face to face support to our management teams, including HR representation at formal meetings or an opportunity to support continuous improvement and upskilling managers on best practice and policy.

As we are a small team there is an expectation that the HR Advisor will work flexibly, and in partnership with colleagues across the People Team, to make sure that team and business priorities are met at all times.

Main Responsibilities and Specific Outcome Area's:

- Proactively manage a caseload of ER cases in a timely and robust manner, including (but not limited to) investigations, disciplinaries, grievances, flexible working requests, absence management, performance, and capability.
- Provide reliable expert advice, guidance & coaching to Line Managers on internal policies and procedures, maintaining minimal business risk.
- Supporting the HR Co-Ordinator in ensuring return to work interviews are being completed to a high standard and that colleagues have the necessary management support and interventions during their absence and upon their return to work.
- Partner & coach Line Managers to dynamically manage short and long-term absences in line with our procedures, including formal action where appropriate.
- Support referrals to Occupational Health and other external agents, aiding a strong and informed approach to managing adjustments where health conditions may impact performance, ability to perform a job role, or return to work.
- Lead the exit interview process, working with Line Managers to encourage active participation, and providing reporting of key themes and insights to Senior Managers with the aim of increasing retention.
- Provide reporting and insight to Senior Managers on colleague matters and supporting plans to enhance consistent colleague experience across business areas.
- Support the HRBPs in our response to accidents and incidents at work, ensuring appropriate management actions are taken to support colleagues, including agreeing and implementing reasonable adjustments (which could be temporary or permanent).

- Support Line Managers to conduct effective risk assessments in relation to matters such as maternity, DSE, stress etc. to enable colleagues to carry out their duties, taking account of any adjustments or support they may require, with a focus on delivering a safe and healthy working environment for our teams.
- Support upskilling of Line Managers and increasing their skills and confidence with dealing across a range of colleague relations issues through informal coaching and appropriate challenge.
- Support the HR Coordinator with our response to Subject Access Requests relating to colleagues, ensuring deadlines and statutory requirements are met.
- Contribute to a continuous programme of improvement in relation to colleague and Line Manager facing documents (e.g. Employee Handbook, policies and procedures) ensuring they are welcoming, user friendly, up to date, and accurate in line with legislation and company policy.
- Support with projects across the team as required (e.g. reward analysis; business change projects, etc.).
- Ensure all administration and record keeping is up to date and accurate and that we are seeking to continuously improve the way we do things.
- Maintain and promote compliance with GDPR requirements in relation to any sensitive and colleague data (including medical).
- Support the HRBPs, as needed, to promote timely completion of employee reviews (e.g. probation, best practice supervisions, objective setting, appraisal and development discussions, succession and talent management).
- Proactively work with the HRBP to set, and achieve, stretching personal objectives aligned to the overarching People and Organisational objectives and adopt a mindset of continuous personal development.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

Health and Safety

A Wilderness Way Ltd aim to provide and maintain a positive, safe, and healthy working environment for our employees. In support of this, all employees are required to take reasonable care of themselves and others who may be affected by their actions as well as comply with Health and Safety regulations and other requirements.

Equal Opportunities

A Wilderness Way Ltd supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

Safeguarding

AWW Ltd is committed to safeguarding and promoting the welfare of those individuals covered by regulated activity and expects all staff to share this commitment. It is an essential requirement that staff are aware of AWW Ltd's safeguarding procedures and staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

Person Specification		
QUALIFICATIONS:	Essential	Desirable
<ul style="list-style-type: none"> CIPD Level 5 qualification (or equivalent) or in the latter stages of working toward this. 		✓
<ul style="list-style-type: none"> Active membership of CIPD. 		✓
KNOWLEDGE & EXPERIENCE		
<ul style="list-style-type: none"> Experience of hands-on management of a range of employee relations cases in a fast-paced environment, resulting in successful conclusion and within required timescales. 	✓	
<ul style="list-style-type: none"> Experience of working in an environment that requires resilience and patience. 	✓	
<ul style="list-style-type: none"> Proven knowledge and practical application of UK employment law. 	✓	
<ul style="list-style-type: none"> Demonstration and appreciation of the importance of excellent housekeeping practices in relation to record keeping and confidentiality, to support legal compliance, governance and colleague experience. 	✓	
<ul style="list-style-type: none"> Commercial aptitude and awareness of differing business requirements and nuances. 	✓	
<ul style="list-style-type: none"> Understanding of how to appropriately safeguard children and colleagues. 	✓	
<ul style="list-style-type: none"> Strong working knowledge of Microsoft Office, specifically Excel and PowerPoint, and use of a cloud-based HR self- service system, preferably including a case management module. 	✓	
<ul style="list-style-type: none"> Experience of working in a care setting. 		✓
PERSONAL QUALITIES		
<ul style="list-style-type: none"> Ability to work with a degree of autonomy in a flexible and creative manner, whilst maintaining adherence to policies and procedures. 	✓	
<ul style="list-style-type: none"> Ability to form relationships at all levels within the organisation and effectively communicate across functional lines, whilst fostering a culture of “no surprises”. 	✓	
<ul style="list-style-type: none"> Driven to stay motivated and resilient to see tasks through to completion in a changing environment. 	✓	
<ul style="list-style-type: none"> Motivated to achieve with a can-do attitude and demonstratable analytical and problem-solving skills. 	✓	
<ul style="list-style-type: none"> Commitment to outstanding and aspirational results for children and young people in the looked after system. 	✓	
SKILLS & ABILITIES		
<ul style="list-style-type: none"> Excellent communication skills both oral and written. Ability to communicate effectively (including confidential and sensitive information) verbally, adjusting language, style and content as appropriate to the audience. 	✓	

<ul style="list-style-type: none"> • Demonstrates a readiness to make decisions, whilst exercising good judgement on when to refer or seek advice. 		
<ul style="list-style-type: none"> • Excellent organisational and time management skills with an ability to prioritise, follow up, and deliver within agreed timeframes, along with strong attention to detail. 	✓	
<ul style="list-style-type: none"> • Ability to develop and maintain positive and influential working relationships with stakeholders. 	✓	
<ul style="list-style-type: none"> • Ability to challenge and influence whilst maintaining relationships and effectively working with others. 	✓	
Other work-related requirements		
<ul style="list-style-type: none"> • Ability to support the core values of A Wilderness Way and passionate about what we do and the difference that our services make to children in our care. 	✓	
<ul style="list-style-type: none"> • To have an understanding of and positive belief in the promotion of inclusion and equal opportunities for all, including those from diverse, cultural, social and racial backgrounds. 	✓	
<ul style="list-style-type: none"> • Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the Update Service. 	✓	
<ul style="list-style-type: none"> • Full UK driving licence holder (preferably without endorsements). Access to own vehicle for travelling between sites. 	✓	
<ul style="list-style-type: none"> • Ability to work in office, and within services, as well as from home in a hybrid working environment. 	✓	