

People Adviser Job Description

Reports to: People Executive

Department: People

Contract type & Hours: Permanent & Full Time, 37 hours per week

Base: Remote with travel as required in line with business need

SCOPE

As People Adviser, you will be the first point of contact for HR related queries. You will support managers and employees with HR advice and guidance ensuring that HR policies and procedures are consistently applied and we are compliant with employment law and best practice.

You will play a key role in recruitment leading the end-to-end recruitment process through attracting, sourcing and securing talent ensuring a seamless experience for both candidates and line managers.

RESPONSIBILITIES & DUTIES

General HR Support

- Provide HR advice and guidance to managers and employees.
- Support managers with employee relations issues, including performance, absence, disciplinary and grievance.
- Ensure HR policies and procedures are applied consistently and fairly across the organisation and comply with employment law and best practice.

Employee Lifecycle Administration

- Manage the employee lifecycle process, including offer letters & contracts, employment references, probationary periods, changes in terms and conditions and leavers process.
- Support managers with absence records, including sickness and annual leave.
- Manage the DBS process for new starters and current employees.

Policy and Compliance

- Support the review and implementation of HR policies and procedures.
- Contribute to compliance audits and reporting eg ISO.

Systems & Data

- Maintain and update the HR system, ensuring all data is collated and stored securely.
- Provide guidance and training to managers and employees on the HR system / self-service platform.
- Ensure compliance with GDPR and data protection legislation.
- Produce regular and ad hoc HR reports and dashboards as required.
- Analyse workforce metrics such as headcount, turnover, absence and recruitment activity.
- Prepare HR data for Trustee, Leadership and Management meetings.

Recruitment

- Support line managers with the recruitment process from creating the job description through to the induction process.
- Alongside the line managers and the Brand Manager, source candidates through different means such as job boards and social media and consider alternative ways of recruiting.
- Collaborate with the Brand Manager to develop engaging recruitment campaigns.
- Support line managers with shortlisting, interviews and the selection process and carry out all the related administrative tasks.

- Maintain accurate records of recruitment and outcomes.
- Liaise with external recruitment agencies to ensure quality service delivery, where applicable.
- Ensure DBS checks and right-to-work compliance.
- Ensure recruitment practices are inclusive and accessible.

Training & Development

- Manage the online training system ensuring all employees have access and managers and employees are supported with queries.
- Report monthly on training completion rates and act on identified gaps.
- Work with managers to identify additional training needs.
- Manage the overall organisational training matrix.

Payroll

- Collate monthly payroll information to submit to Finance in line with agreed deadlines including new starters and leavers, monthly amendments / overtime and absence and holiday reports.
- Generate monthly reports from the Care & Support operational system to generate pay data and raise queries with the relevant managers to ensure accuracy of payments.
- Work closely with the Finance team to ensure accuracy and efficiency with regards to the monthly pay run.
- Liaise with the external payroll company as required.
- Work with managers to drive continuous improvement in pay processing.

REQUIRED SKILLS & EXPERIENCE

- Previous experience of providing HR Advice and administration support.
- Understanding of UK employment law and HR best practices.
- Experience of managing employee relations cases, such as disciplinarys and grievances.
- Experience of managing the recruitment process from end to end and a passion in this field.
- Excellent interpersonal and communication skills.
- Strong administrative and organisational skills.
- Strong attention to detail.
- Highly organised and able to manage multiple priorities.
- Proficiency in Microsoft Office.
- Ability to handle sensitive information and remain confidential.

REQUIRED COMPETENCIES

Core Competences	Outcomes
Accountability & Delivery	• Takes responsibility for own work and decisions. • Delivers commitments on time and to the required standard. • Proactively addresses issues and escalates risks appropriately. • Takes ownership of outcomes.
Self-Awareness	• Recognise areas of one's own weaknesses and when to seek guidance and support. • Seeks feedback and considers it carefully. • Look for appropriate opportunities to improve areas of weakness. • Manage emotions to minimise negative impact on others. • Consider approach to suit needs of others, rather than own preferences.
Leadership	• Communicate and gain stakeholder commitment to AD's vision in accordance with the strategy.

	• Provide positive leadership traits and inspire and influence others. • Demonstrate personal integrity. • Actively listen and influence others. • Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities.
Relationship Building & Team Working	• Demonstrate collaborative team working through integrity and behaviours. • Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment. • Challenge others with respect and courtesy. • Create new opportunities for individuals to work together and break down barriers that may get in the way of effective team working.
Innovation & Flexibility	• Be innovative, proactive and solution minded. • Be prepared to consider changes to own practices. • Respond to new ideas by discussing why they might work instead of telling others why they won't work. • Willing to investigate options, even when they are the ideas of others. • Work in a flexible and agile manner to meet the needs of others.

ADDITIONAL INFORMATION

- Maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Ensure compliance with Action Deafness' Environmental Management Systems (EMS) and ISO 14001 requirements, including following environmental procedures relevant to the role.
- Flexibility to work extended hours on occasions during times of peak activity, including evenings and weekends.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated and consultation held as appropriate.