



People Advisor

The Wrekin Housing Group

Job Description and Person
Specification

March 2024

THE WREKIN HOUSING GROUP

People Advisor

Department: People Services Consultancy

Location: Head Office – Telford, Colliers Way, TF3 4AW

Job Type: Full-Time, 36 hours per week

Reports To: HR Business Partner

Hybrid: At least two days working in the office to support operational services

About Wrekin: As a socially minded organisation, we provide housing and care services, and generate social value for customers across Telford & Wrekin, Shropshire and Staffordshire.

Our vision: Making a difference to people's lives

Our values

- **Inspire positive change**
We embrace innovation. We are not afraid to go the extra mile to provide even better services.
- **Everyone matters**
People are at the heart of our team and every team member across the whole community counts.
- **Communicate clearly**
We respect colleagues and customers while recognising the importance of open conversations.
- **Grow together**
We support each other and take pride in our collective success

PURPOSE OF THE ROLE

Responsible for providing first class, operational HR services across the business, supporting and coaching line managers in best practice HR. A key enabler to effective employment relations, engagement and driving high performance across teams, ensuring managers have the tools available to them to effectively people manage.

Support the Head of People, People Manager and People Business Partners in the development and implementation of workforce planning activities, policies and procedures, management guidance and HR interventions from the Groups people plan.

Working with the wider people team, including People Services and Learning and Organisational Development to ensure effective people management activity takes place across the business.

KEY RESPONSIBILITIES

- Work in partnership with line managers to deliver customer focused HR and people related activities
- Advise and support line managers on the full range of routine and complex employee relations issues up to and including dismissal and appeal level, including investigations, disciplinary's, grievance, health and wellbeing, absence (short/long term) and performance capability case management, demonstrating good quality discussions and advice for managers.
 - Checking leaver feedback and identifying any trends which need to be flagged to the HR Business Partner.
 - Maintain employee case management including long term sickness, probation occupational health ensuring cases are managed and progressing appropriately.
 - Ensure all systems are updated with real time data for KPI to be produced, including One Wrekin.
 - Support the administration of investigation, disciplinary, grievance an appeal packs for People Advisor, HRBP and manager. Support minute taking at relevant employee relations related meetings. This may require travel off site to the relevant schemes.
 - Manage all case work in line with organisational procedures, keeping records of activity in the HRIS including ensuring line managers fully document cases and action all elements of people management activity in relevant systems following HR processes and procedure.
 - Advise and support managers with the implementation of change plans, including process, consultations, decision making, redeployment, redundancy and settlement agreements through to appeal level, ensuring effective communications through all channels, advising on low level risk within change management projects obtaining internal or external expert legal advice as necessary.

Policies, Procedures and Guidelines

- Contribute to the development and implementation of new policies, procedures and guidelines taking the lead on specific activity as directed, including providing feedback on concerns with policies and procedures to allow for amendments to be recorded and updated.
- Ensure line managers are utilising and following the policies and procedures laid down in all people related activities.
- Share best practice, knowledge and experience to ensure continuous development of the teams' services.
- Attend external HR related focus groups to enable strong networking ties to be developed and to learn from external practice.

Collaboration

- Work collaboratively with immediate and wider team, across business areas and externally where necessary to support a learning and people centred culture.
- Report back to team and wider business on projects and work activity to support development of others and a strong knowledge base.
- Attend business stream team meetings to understand direction of travel and people related activities, to update business stream on KPI performance information particularly around leavers and absence and work to identify actions to support improvement in high levels of each.
- In conjunction with HR Business Partners, advise and support business areas with data from exit surveys and work to develop action plans to address any areas of concern raised by former employees.
- Keep line managers informed on people related issues and progress on HR elements of these.
- Liaise with other teams to ensure a seamless employee service, including payroll, communications, L&D, Health and Safety (RIDDOR claims).

Performance Measures

- Work to achieve the key performance measures, which will be monitored using SLA's and quarterly data collation.
- Complete data cleansing for data metrics, identify and rectify data quality issues e.g., leaver reasons, probation tracker, EDI data completion, turnover information, sickness absence reporting.

Compliance and Audit

- Comply with internal audit processes and evidence of compliance, ensuring all HR processes are being followed and checks are in place to mitigate risks of documentation not being recorded.
- Ensure all work activity is compliant with Data Protection legislation and best practice.
- Maintain an understanding of CQC standards in management of Care and Safeguarding.

Equality, Diversity and Inclusion

- Promote and support the organisation in gathering EDI data for EDI purposes following outlined processes.
- Be aware of EDI, policies and processes and following these to provide the correct advice to managers i.e., Understanding and providing education on reasonable adjustments. Ensure inclusivity in all practices and people are not discriminated against.
- Support the employability work of the Social Value team, which may mean attending relevant committees, such as the Wrekin Allies, Proud to be Me, Disability Positive, Social Value Champions, Heritage and Culture, the Employee Forum as requested.

Customer Service

- Provide a high-quality customer centric experience on all occasions and for all types of queries.
- Front line support to managers offering an excellent service value proposition.

Qualifications:

- Possession of CIPD Level 5 qualification - Essential

KNOWLEDGE, SKILLS & EXPERIENCE

Essentials:

- Experience of working in a busy and fast paced HR environment with a good working knowledge of HR processes to be able to advise on maternity/paternity, flexible working, contractual changes, holiday entitlement, probation, disciplinary, grievance, investigations, health and wellbeing.
- Evidence of advising and coaching line managers on HR related people management activities.
- Ability to manage multiple priorities at one time.
- Up-to-date knowledge of employment law and its application in the workplace.
- Experience of contributing to the development and implementation of people policies, guidelines and underpinning HR processes to suit operational needs.
- Good attention to detail and high level of written communication and grammar, able to maintain accuracy writing letters, emails and updating systems etc.
- A customer service mindset and desire to ensure the best experience is provided to our managers and internal customers.
- Confidence to speak to staff and managers to give them advice and to provide feedback to senior members of HR team.

Skills and Abilities

Essentials:

- Ability to build and develop effective and positive working relationships with others to meet shared goals, using influencing and negotiation skills when appropriate.
- Ability to deliver effective HR services to deadlines in an operational context, necessitating time management, planning and the ability to work under pressure, priorities and deal effectively with competing demands.
- Strong working knowledge of MS Office (Word, Excel) and of using HR software to obtain data and reports.
- Ability to deal with difficult situations/ individuals with tact and diplomacy in a confidential manner.
- Able to confidently and professionally challenge the opinions of others when they contradict with your professional advice.
- Able to act on own initiative and adapt approach to meet a varied client group and achieve positive outcomes.

Communication:

Essentials:

- Excellent written and verbal communication skills and ability to present clear and concise explanations to managers and staff at all levels.
- Able to adapt style and content to suit a range of audiences.
- Able to articulate meeting outcomes in letter form.

Equality and Diversity:

- A good understanding of the principles of equal opportunities and diversity; recognises and respects the diversity of employees and the communities in the locality of the organisation.

Special Requirements:

- Driving license and vehicle required for travel to our offices and other locations as required