

JOB DESCRIPTION

Ref:

NOTE: *This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.*

Job title: HR Adviser

Reports to: HR Partner

Grade: NG6

PURPOSE

This post is responsible for the provision of a comprehensive advisory and support service on standard human resources management activities to all colleagues and line managers, actively promoting proactive best practice in all aspects of human resource management and development, ensuring the University maintains its diverse staff profile with regard to the Equality, Diversity and Inclusion agenda.

PRINCIPAL ACCOUNTABILITIES

1. To act as the first point of contact for one or more named Professional Services Departments, developing relationships with line managers, providing advice and support on standard HR policies and procedures, and ensuring that any relevant issues are referred in a timely manner to the HR Partner for further action, giving regular feedback to the HR Partner, Deputy HR Director, and other Senior HR post holders on the effectiveness of HR policies and procedures, recommending areas for improvement.
2. To provide professional advice and support to Professional Services colleagues, including senior managers, on the interpretation and application of policy, legislation and best practice and where possible facilitating a resolution before formal processes are initiated. To manage a portfolio of casework, including individual grievance and disciplinary issues, ill health, capability and discrimination claims in protected categories. This will include meeting with managers to understand the issues, producing all correspondence and documentation related to the cases, preparation for, and attending meetings and/or hearings, taking notes and advising, as necessary.
3. To support the HR Partners, Deputy HR Director, and other Senior HR post holders in complex employee relations casework by preparing case files and documents for hearings and Employment Tribunals, taking notes at meetings, ensuring that all documentation relating to the casework is properly filed in a timely manner, and that SAP is updated and maintained accurately.

4. To monitor and analyse sickness reports and advise line managers on appropriate action in medical and welfare cases, seeking advice from the University's Occupational Health provider, arranging referrals attending meetings, taking notes as necessary and providing feedback to the Head of Safety, Health & Well-being on the performance of the Occupational Health provider.
5. To participate actively in the recruitment process as required, e.g. as a panel member, advising on selection design, or by supporting SHL or other relevant selection testing and feedback.
6. To propose the issue of non-standard contractual documents regarding appointments, terminations and employment variations, providing support and guidance, as necessary.
7. To provide advice and support to colleagues and line managers on all standard HR policies and procedures, including the University's disciplinary and grievance procedures, the terms and conditions of employment, absences (sickness, annual leave, maternity, paternity, adoption and shared parental leave), redundancy and voluntary severance schemes, retirement, flexible working, induction, probation, pension, actively promoting and embedding the University's Equality, Diversity and Inclusion agenda in all HR activities, with all colleagues and key stakeholders.
8. To provide support to the HR Partners and the Deputy HR Director in researching, developing and updating HR policy across the whole University in specific areas as directed by the Deputy HR Director and to investigate, research and prepare reports on new policies, procedures and practices to ensure accurate, consistent service delivery.
9. To support programmes of planned cultural change, contributing to the design of such initiatives using local knowledge, delivering briefings and relevant training jointly with other HR professional colleagues, and undertaking local monitoring of such initiatives, ensuring that all colleagues understand the short and medium term benefits of making the changes.
10. To assist with other general HR work within their competence, provide reciprocal operational cover for colleagues, including absence and periods of peak workload, as required by their line manager.

CONTEXT

This post is designed to ensure that all of the strands of the University's People Strategy are implemented at local level within the client group they support, and that the HR structure provides adequate career pathways for aspiring HR practitioners.

The post holders will be expected to deliver the role through advising, enabling and facilitating approaches rather than through a policing approach primarily prioritising policy implementation. They will also be expected to 'model' a customer-centred approach and a commitment to personal and professional development.

The post holder will need to have a full understanding of the University's Professional Services Strategy and a working knowledge of College plans. They will be able to articulate how the People Strategy enables and supports the implementation of corporate objectives and underpins all HR policy and practice. They will also be able to explain what other professional roles and teams in HR contribute to the work of PS Departments and Colleges, ensuring appropriate access to those roles as required.

The post holder will place high emphasis on colleagues learning and development for staff engagement purposes, and will ensure that the standards, quality and participation of the HR services provided make a major contribution to developing University relationships and delivering excellence in individual and organisation performance. The HR teams work in a matrix structure, so each individual is expected to take every opportunity to foster cross-team working and to develop a culture of sharing knowledge and information across the Department.

DIMENSIONS

The University employs circa 2,800 colleagues, in a unionised environment, located on four main sites within the West End of London and at Harrow. This post is a professional role supporting a substantial client base. Although the post holder will have no direct budgetary responsibility, they will influence spending on salaries, legal costs, advertising and recruitment costs, retirement packages, pension and severance costs, and limiting risks of fines and fees from case work.

PERSON SPECIFICATION – HR ADVISER

1. Qualifications

Essential

- A relevant degree or practical experience that demonstrates relevant levels of knowledge and skill.
- Part CIPD qualification or a relevant professional qualification

Desirable

- A Masters degree in a relevant HR subject.

2. Training and experience

Essential

- Demonstrate a proven record of successful HR generalist experience in a highly customer focused organisation.
- Demonstrate a sound understanding of current employment legislation together with extensive employee relations experience.
- Demonstrate an excellent knowledge and substantial experience of the recruitment function.
- You will have an understanding of the HAY job evaluation methodology and tools.
- Previous experience of using an HRIS, preferably, but not exclusively, SAP, and of working with e-recruitment and/or applicant tracking tools.
- Excellent Excel and Word skills and a working knowledge of all other elements of Microsoft Office.
- Evidence of working independently to high professional standards, preferably in a multi site unionised environment.
- Experience of dealing with confidential data and an understanding of the implications of the Freedom of Information and Data Protection Acts.
- Experience of providing proactive, relationship management oriented customer service.
- Demonstrate the ability to work independently, to high professional standard and tight deadlines.
- Demonstrate the ability to work effectively as a member of a team, to high professional standard and tight deadlines.

Desirable

- Experience of working in both the public and private sectors would be beneficial.

3. Aptitudes and abilities

- Ability to communicate and secure working relationships.
- Ability to communicate effectively with all levels of the organisation to successfully deliver initiatives/priorities for the Service.
- 'Model' commitment to personal and professional development.
- Ability to project and promote a confident, responsible and resilient attitude at all times.
- Well planned and organised, both personally and as a team member, being able to break down a course of action into smaller steps and making allowance for potential problems.
- Ability to effectively deliver conflicting priorities and challenging workloads by maintaining focus on agreed objectives and deliverables whatever the circumstances, and monitoring progress against targets.
- Ability to work under pressure to tight deadlines while applying quality standards to all tasks and ensuring that nothing is overlooked.
- Ability to work flexibly by taking account of new information or changed circumstances and modifying understanding of a problem or situation accordingly.
- Ability to work effectively on own initiative, and as part of a team.
- Ability to deal sensitively, patiently and diplomatically with complex and emotionally charged situations.
- Able to identify customer needs and expectations and keep them in mind when taking actions or making decisions.
- Able to deal effectively with unexpected situations, taking advantage of opportunities and overcoming problems.
- Able to identify gaps in available information required to understand a problem or situation and to devise means of remedying such gaps.

4. Personal qualities

- Must share and exemplify the University's values.
- Self-motivated and confident with a flexible 'can do' attitude.
- Approachable and team orientated, with a strong work ethic.
- Flexible and adaptable with a calm demeanour.
- Tact, diplomacy and respect for confidentiality.
- Preference for openness and transparency.
- Positive about the benefits of change.
- Comfortable with ambiguity and rapidly changing agendas.
- Persuasive and empathetic.
- Patient and persistent.
- Resilient, efficient and reliable
- Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.