

## **Job Description**

**Job Title: HR Services Adviser**

**Reports to: HR Services Team Leader**

**Location: Black Country House, Oldbury**

### **Purpose**

To be an integral part of the HR Team to deliver a proactive HR service, which exceeds our customers' expectations, as well as contributing to our HR strategy of providing service excellence to the organisation.

### **Main Duties and Responsibilities**

1. To be the first line HR advisory support for employees and non-employees offering guidance and support whilst working in partnership with your HR Business Partner where appropriate
2. To proactively build relationships and engage with key stakeholders within designated business area creating a culture of a strong working partnership with the business.
3. To support the HR Services Team Leader where required with audit checking, workload delegation and inbox management.
4. Accountable for the end-to-end service delivery of the designated business area by managing all HR activities within service level standards; demonstrating strong customer service values and standards, as part of this and going the extra mile wherever possible whilst ensuring that key audit measures are adhered to.
5. To be a subject matter expert, as designated on any ad hoc exercises or projects within HR, taking a lead role and ensuring that knowledge transfer and best practice for this area is wholly shared with HR team members.
6. Develop and support Pension auto enrolment and FlexiBens advice, guidance, and administration.
7. To advise and co-ordinate on all aspects of recruitment activity within the designated business area, which offers value for money and the best return on investment demonstrating a proactive, first line advisory and support service to recruiting managers.
8. To be accountable for all aspects of the end-to-end employee lifecycle and events and supporting the HR administrator as appropriate.
9. To liaise with our pre-employment outsourcing partner if escalated to do so to ensure the effective administration of pre-employment screening for new and existing staff.

10. To produce relevant correspondence to staff relating to employment issues e.g. grievance, redundancy, staff leavers and changes in terms and conditions of employment.
11. To accurately input data into the Business World ERP system and to produce reports and proactively support trend analysis of reporting for designated business area for statistical purposes. Ensuring knowledge of system is kept up to date to enable effective advice and guidance to end user and others on any system issues.
12. Assist with updating and maintaining HR procedures such as handbooks and intranet and to ensure any changes are effectively communicated to your stakeholders.
13. To maintain filing systems, databases and personal staff files, accountable for ensuring designated region files are accurate and complete.
14. To proactively support others within the team outside designated business area as required.
15. To support the HR Business Partners with recruitment and employee relations matters as required. This may also mean some UK travel is required.
16. Assist in the development of new procedures and process forms, ensuring that accessibility is considered in their makeup.
17. Ensure employees across your designated business area are kept up to date and equipped with the HR practices, Learning & Development and Recruitment procedures required to perform their role and in collaboration with the relevant HR Business Partner, addressing any gaps.
18. To maintain an up-to-date working knowledge of current employment law and good practice and be prepared to evidence and take ownership of personal Continuous Professional Development record.
19. To work with the Commercial Payroll Services business unit in (potentially) developing further the HR offering to external organisations, through Shaw Trust services.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: HR Services Adviser</b></p> <p align="center">(E=Essential D=Desirable)</p>
<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>Working towards, or having completed the CIPD or equivalent level Qualification (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>General HR / Recruitment knowledge and experience (E)</li> <li>Learning &amp; Development knowledge and experience (D)</li> <li>Strong background in a front-line customer service focussed environment (E)</li> <li>Experience of using/developing HR Systems including Agresso software (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>Knowledge of computer systems, particularly Excel, Word and PowerPoint packages (E)</li> <li>Positive attitude to disability and understanding of related issues (D)</li> <li>Target driven with the drive and enthusiasm to always meet but strives to exceed service delivery standards and levels (E)</li> <li>Self-motivated with excellent organisational skills and an accurate systematic approach (E)</li> <li>Effective team worker, proactive in supporting others where needed in the team (E)</li> <li>The ability to provide training to other team members and employees across the Business as appropriate as part of group or individual sessions (E)</li> <li>Ability to work on own initiative and as part of a team (E)</li> <li>Creative with the ability to contribute ideas and new ways of working (E)</li> <li>Coaching skills, able to support employees by assisting them to come up with their own solutions in line with HR policy (D)</li> <li>Adaptable, resilient and measured in the face of changing goals and challenging individuals (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>Flexible, solution focussed with a pro-active and positive approach and a 'can do' attitude to challenges – 'removes barriers to ensure success' (E)</li> <li>Excellent interpersonal, influencing and communication skills and the ability to communicate to individuals at all levels (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>This post requires a Disclosure and Barring Service Check at a Basic level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)</li> </ul>