

Capel Manor College

HR Advisor

Job Description & Person Specification



JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post	HR Advisor
Scale	Business and Learning Support
Grade	Scale 6 points 23-25
Responsible to	Director of Human Resources
Location	Enfield
Contract	Full time, Permanent

Key Responsibilities:

The key responsibility of the HR Advisor is to provide an effective HR service to staff, supporting them with general enquiries. The postholder will give effective advice and support to managers, enabling them to manage their staff effectively. The postholder will have specific responsibility for overseeing employee relations casework, ensuring that investigations, hearings and appeals are carried out in line with college policies and that all stages, including the decisions and sanctions, are well documented and filed. They will also be responsible for overseeing all stages of sickness and attendance management.

The postholder will monitor the data available to report on activity and trends and will use this information to offer tailored training to managers, to set targets for improvement in attendance and behaviour and to make recommendations about health and well-being services and training to support improvement.

They will also be responsible for overseeing the PDR process, collating data on objectives set and performance reviews undertaken whilst supporting a culture of improvement.

Responsibilities:

1. Provide first-line HR advice to employees and manager via phone, email, and in-person queries ensuring accuracy and consistency.
2. Provide information to managers and staff about the College's general conditions of service and employment practices (such as annual leave, sick pay entitlement, special leave, pay arrangements and pay scales).
3. Provide advice to managers and employees on a wide range of Employee Relations (ER) matters, including sickness absence, performance, probation, grievance, disciplinary and capability issues, signposting to policies as appropriate.
4. Oversee all stages of ER cases, from investigations and hearings through to appeals, ensuring that processes align with College policies and good practice and that all stages are clearly documented.
5. Support the Director of HR in the management of complex ER cases such as redundancies and employment tribunals, as required.
6. Coach and support managers, equipping them to manage performance and behaviour in their teams, to improve the team culture and to have difficult conversations with confidence and care.
7. Oversee all stages of Sickness/Absence management. Set up sickness meetings, organise occupational health appointments, maintain and update absence case records and provide advice and guidance to both staff and managers in line with College policy.
8. Oversee the PDR process, collating and reporting on data relating to objectives set and performance reviews undertaken. Undertake quality sampling and provide feedback and coaching to managers to support organisational performance improvement.
9. Maintain and update the ER tracker and low-level concerns log to ensure all follow up actions are undertaken in a timely way.
10. Monitor the workforce data available and identify ER/Absence trends to support the HR team's effort to continuously improve HR policy and practice, as well as services and benefits.
11. Deliver training to line managers on people management topics, building capability and confidence across the organisation.

12. Undertake project work to develop and improve HR systems, policies and procedures.
13. Produce reports on staffing, the workforce profile and casework activity, as required.

General responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and safeguarding young people and vulnerable adults.
2. Participate in College programmes of staff appraisal and continuing professional development.
3. Develop effective working relationships internally and with external partners.
4. Operate at all times in line with the College's values and behaviours.
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the department.

PERSON SPECIFICATION

Qualifications

- A Level 3 CIPD qualification or equivalent experience.
- A Level 2 qualification in English and Maths or a willingness to achieve within a specified period.

Experience

- Experience of proactively managing an ER caseload, advising on the interpretation and implementation of policies and good practice.
- Experience of working in a busy HR department and working collaboratively with team members to offer a professional and effective service.
- Experience of using the Microsoft Office suite, Sharepoint and iTrent would be advantageous.

Skills, Abilities and Knowledge

- Effective oral and written communication skills with the ability to write clear, concise and accurate reports and correspondence.
- Strong project management skills with the ability to plan and prioritise own workload and meet agreed deadlines.
- Ability to develop and maintain positive working relationships with people at all levels of the organisation.
- Ability to analyse and interpret data, and present findings, trends and proposals complex information.
- Ability to work independently, on own initiative, as well as with colleagues, asking for and offering help as required.
- Ability to maintain confidentiality at all times.
- Ability to deal with difficult issues in a sensitive and confident way
- Good general knowledge of employment law and good practice in HR.

Other Factors

- An understanding of and commitment to safeguarding young people and vulnerable adults.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults.
- Emotional resilience.
- Ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery.