

<b>Post:</b>	<b>HR Advisor</b>
<b>Delegated Authority</b>	<b>Level 6</b>
<b>Team:</b>	<b>HR and Organisational Development</b>
<b>Responsible to:</b>	<b>HR Manager</b>
<b>Responsible for:</b>	<b>Not Applicable</b>

### **Job Purpose**

To support and enable SHP's effective work with clients by:

- Take HR lead on employee relations and change management processes for designated caseload.
- Providing customer focused and pragmatic HR advice and support to managers and employees in line with SHP's policies, procedures and legal framework
- Contributing to HR projects
- Contributing to the formulation and delivery of the HR & OD Department's plans and objectives

### **Key Accountabilities**

#### **1.0 EMPLOYEE RELATIONS and HR POLICIES**

- 1.1** To take the HR lead on advising staff and managers on employee relation issues, such as grievances, performance management and misconduct.
- 1.2** To identify and manage risks relating to employee relations issues in conjunction with the HR Manager.
- 1.3** To support managers undertaking investigations, disciplinary cases and grievances, under the guidance of the HR Manager. To draft letters and assist in preparing management statements of cases for formal hearings or Tribunals.
- 1.4** Advise managers and staff on terms and conditions of employment and legislation relevant to specific policies and procedures.
- 1.5** To identify SHP policies, procedures and practices requiring review and to undertake this review, as appropriate.

#### **2.0 ABSENCE MANAGEMENT**

- 2.1** To support and monitor managers' compliance with sickness absence management processes

- 2.2 To take the HR lead on absence management cases with line-managers, providing guidance to them on SHP's Sickness Absence policy, legal framework and best practice.
- 2.3 To identify and manage risks relating to employee absence in conjunction with the HR Manager.
- 2.4 To promote and maintain an inclusive and supportive working environment for all staff in line with the Equality Act.
- 2.5 To liaise with Occupational Health, making referrals where appropriate and liaising with line-managers regarding providing appropriate background information and taking appropriate measures in response to assessments.

### **3.0 RESOURCING AND PAYROLL**

- 3.1 To ensure that employees, their managers and the HR and Payroll functions are sharing appropriate information and aware of the pay implications of absence and other HR processes, for example sick pay deductions and family and parental leave related payments.

### **4.0 TRAINING**

- 4.1 To coach line managers on an individual basis in relation to the full range of HR policies and procedures and to support honest and straightforward conversations with their employees.
- 4.2 To participate in the preparation and delivery of in-house training and education events on the full range of HR policies, procedures and best practice with support and direction from the L&D Department.

### **5.0 PROGRAMME AND PROJECT WORK**

- 5.1 To carry out specific pieces of HR project work, such as researching changing legislation and best practice, reviewing policies such as Employee Wellbeing or Equality and Diversity policies or developing plans.
- 5.2 To contribute to the development and delivery of annual HR plans and objectives in line with the SHP Business Plan and operational needs

### **6.0 DIGNITY AND RESPECT**

- 6.1 To promote equality and diversity as integral to the organisation. To promote fair treatment and a positive working environment.
- 6.2 To liaise with outside organisations as appropriate to remain up to date on developments within equality and diversity.
- 6.3 To promote and work in line with SHP's values and Code of Conduct and the CIPD Professional Code of Conduct.

### **7.0 TEAMWORKING**

- 7.1 To work closely with other HR team members and cover for each other in the case of absence or work-load sharing
- 7.2 To work closely with the HR Manager identifying complex employee related issues and highlighting trends within SHP.

**7.3** To support the work of the HR & OD Dept and SHP by carrying out any other reasonable tasks requested by your manager that are in your capability and appropriate to your role.

## **8.0 ORGANISATIONAL**

**8.1** To carry out all work in line with relevant SHP policies, values and Code of Conduct.

**8.2** In particular to ensure that you comply with relevant Health and Safety, Data Protection and Equal Opportunities policies and law as communicated by SHP through the intranet, contract of employment and training.

## Technical and Professional Know-How required for Effective Performance

- A demonstrable understanding of the aims, objectives and challenges facing an HR Department in a 24/7 service delivery organisation.
- Demonstrable experience of resolving sensitive employee relations issues and minimising conflict in a challenging work environment.
- Ability to consider a request for advice from a number of angles, based on experience, intuition and knowledge of the organisation.
- Ability to provide HR expertise and employment law knowledge to organisational change processes, such as restructuring a team, a TUPE transfer or a redundancy process.
- Identifies organisational needs based on evidence and focuses on priorities in order to drive outcomes.
- A champion for fair and inclusive treatment in the workplace.
- CIPD qualified (or working towards this) or equivalent relevant experience.

## Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required.</li> <li>▪ Collects the information required to solve the problem.</li> <li>▪ Draws upon and learns from previous experiences of self and others.</li> <li>▪ Organises the information in a logical way.</li> </ul>	1
	<p><b>Sifts and analyses information</b></p> <ul style="list-style-type: none"> <li>▪ Processes information quickly and draws accurate conclusions.</li> <li>▪ Breaks down problems into their parts, identifies cause and effect.</li> <li>▪ Makes accurate deductions.</li> <li>▪ Evaluates whether arguments or cases are complete or sound.</li> <li>▪ Challenges incorrect information or discrepancies.</li> <li>▪ Reflects on what they've done and learns from it.</li> </ul>	2
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p><b>Is conscientious and professional</b></p> <ul style="list-style-type: none"> <li>▪ Meet targets and deadlines.</li> <li>▪ Do what they say they are going to do.</li> <li>▪ Prepares properly for meetings and events.</li> <li>▪ Complies with defined policies and procedures.</li> <li>▪ Understands the need to evidence what we do.</li> <li>▪ Completes paperwork and reports in line with standards.</li> </ul>	1
	<p><b>Is proactive and solution focused</b></p> <ul style="list-style-type: none"> <li>▪ Is enthusiastic and positive in what they do.</li> <li>▪ Do things before they need to be told .</li> <li>▪ Find solutions for themselves.</li> <li>▪ Knows when to make decisions and when to seek support from others</li> <li>▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures.</li> </ul>	2
<p><b>Efficiency and Effectiveness</b></p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p><b>Organises own work</b></p> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done.</li> <li>▪ Sets clear priorities for work.</li> <li>▪ Shows good attention to detail; checks work for accuracy.</li> <li>▪ Keeps files and other paperwork up to date.</li> <li>▪ Knows where to find things.</li> <li>▪ Meets targets and deadlines.</li> </ul>	1

	<p><b>Consistently delivers work on time and to standards</b></p> <ul style="list-style-type: none"> <li>▪ Produces work quickly</li> <li>▪ Meets quality standards.</li> <li>▪ Plans work and projects, sets clear milestones.</li> <li>▪ Monitors progress and takes action where performance deviates from plan.</li> <li>▪ Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	<b>2</b>
	<p><b>Ensures that others deliver work on time and to standards</b></p> <ul style="list-style-type: none"> <li>▪ Communicates expectations of standards and timescales to others.</li> <li>▪ Holds others accountable for delivering on time and to standards.</li> <li>▪ Constructively and decisively deals with performance issues.</li> <li>▪ Allocates resources in line with organisational priorities.</li> <li>▪ Delegates tasks and projects effectively.</li> <li>▪ Ensures that projects and initiatives are planned and executed in conjunction with other departments.</li> </ul>	<b>3</b>
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	<b>1</b>
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> <li>▪ Uses appropriate body language..</li> <li>▪ Writes clearly and concisely.</li> <li>▪ Uses appropriate methods of communication.</li> </ul>	<b>1</b>
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes ever effort to put people at their ease.</li> <li>▪ Is a good listener; gives people time.</li> <li>▪ Takes time to tune into what others are really thinking and feeling.</li> </ul>	<b>2</b>

	<ul style="list-style-type: none"> <li>▪ Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>▪ Takes time to reflect on actions and behaviours and learn from them.</li> <li>▪ Admits when they make mistakes and learns from them.</li> <li>▪ Has the confidence to review what works and does not work.</li> <li>▪ Is aware of their own strengths and areas for development.</li> <li>▪ Takes responsibility for their own learning.</li> </ul>	<b>1</b>
	<p><b>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>▪ Presents self in a confident manner.</li> <li>▪ Raises issues in a constructive way.</li> <li>▪ Able to make clear decisions and act on them.</li> <li>▪ Remains calm and self controlled in challenging situations.</li> <li>▪ Acts decisively and appropriately in a crisis.</li> </ul>	<b>2</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy</li> <li>▪ Explores with customers their specific needs</li> <li>▪ Is very clear with boundaries – the customers and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	<b>1</b>
	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>▪ Actively seeks and offers alternative ways of meeting customers needs</li> <li>▪ Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>▪ Foresees problems rather than waiting for them to happen</li> <li>▪ Asks for feedback from customers about the service provided, and acts on it.</li> <li>▪ Establishes effective working relationships with other agencies to meet customer needs.</li> <li>▪ Knows when to refer on to other agencies.</li> </ul>	<b>2</b>
	<p><b>Takes actions to improve customer service</b></p> <ul style="list-style-type: none"> <li>▪ Asks for others' ideas about how service can be improved.</li> <li>▪ Looks for ways to make procedures and systems more customer-friendly.</li> <li>▪ Involves customers in continuously improving the service.</li> <li>▪ Collaborates with other agencies and organisations</li> </ul>	<b>3</b>

	<p>to promote joint working.</p> <ul style="list-style-type: none"> <li>▪ Ensures that customer feedback affects real change across SHP.</li> </ul>	
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>	<b>1</b>
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and proposes a better way.</li> <li>▪ Comes up with creative solutions and ideas.</li> <li>▪ Seeks new ways of working in partnerships.</li> <li>▪ Asks for others ideas on how changes and new ideas can be implemented.</li> <li>▪ Looks for new opportunities for promoting SHP.</li> </ul>	<b>2</b>