

## HR Advisor – Soft Services

<b>Job Title:</b>	HR Advisor – Soft Services
<b>Department:</b>	Human Resources
<b>Reporting to:</b>	Senior HR Business Partner
<b>Responsible for (staff):</b>	N/A
<b>Location:</b>	Welwyn Garden City OR Glasgow with a north or south remit
<b>General Purpose of Role:</b>	To provide customer-focused, comprehensive and pragmatic HR advice and support to managers and colleagues in line within Company policies, procedures and legal requirements.

## ACCOUNTABILITIES

- Deliver a professional HR service to the business to support the consistent delivery of effective and efficient business performance.
- To build and maintain excellent and effective working relationships with stakeholders by providing credible and quality HR advice.
- To be the first point of contact for all employee relations, performance management and absence management cases working in partnership with the management teams to bring each case to a suitable business conclusion working within company and legal guidelines.
- Provide advice and guidance on relevant terms & conditions of employment and employment related policies, procedures and practice.
- Give appropriate HR advice and support on key issues such as disciplinary and grievance matters and all Arcus people processes within the colleague life cycle.
- Support the HR administrative procedures relating to new and existing employees in an accurate manner and in accordance with required deadlines.
- Support Managers in Disciplinary and Grievance hearings as required, providing procedural advice, taking appropriate notes and ensuring manager's outcome decisions are communicated appropriately and timely.
- Ensure that Managers are aware of, and use company policies and procedures effectively, treating colleagues fairly, in line with good practice and legislative requirements whilst meeting business needs.
- Provide HR support for change management processes including TUPE, redundancy, contract harmonisation, restructuring.
- Coach managers in people management skills.
- Support the development of policies, processes and practices to ensure legal compliance, good practice and supporting business needs.
- To undertake any allocated or ad-hoc HR projects.

- Produce statistical and management information using the HRIS both on a routine and ad-hoc basis.
- Respond as appropriate to telephone calls/visits/emails from colleagues and Managers.
- Support site based managers to ensure all new starter documentation is received from new recruits including appropriate evidence of Right to Work in UK, insurances, driving licences, references, qualifications etc. as appropriate. Provide advice and guidance on checking of correct and legitimate right to work documentation.
- Ensure colleague data is recorded accurately, located in the right place and handled in accordance with the requirements of GDPR.
- Ensure that any colleague changes or processes that impact payroll are documented and communicated to the payroll team within the required deadlines.

## KNOWLEDGE AND SKILLS

### Specific Qualifications:

Preferably Chartered Member of CIPD  
Level 5 CIPD Qualification essential

### Knowledge & Experience

- Strong HR Generalist background
- Experience of working as a HR Advisor for a multi-site business, soft services experience preferred but not essential
- Excellent communication and coaching skills
- Experience of TUPE compliance
- Strong IT skills, particularly Microsoft Office and HRIS
- Be accustomed to working in a challenging fast paced environment
- Have meticulous attention to detail, with excellent organisational and planning skills – able to work to tight time constraints
- Sound, up to date knowledge of UK employment law.
- Experience of collating, analysing and evaluation of information.
- Able to build and maintain relationships with a wide range of people gaining credibility at all levels.
- Self-motivated and self-aware - recognises own strengths and weaknesses and is committed to personal development

## VALUES & BEHAVIOURS

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others