

F63 (v1) Job Description Form

General Information

Job title:	HR Advisor
Reporting to:	HR Manager

General purpose:

The HR Advisor will provide generalist HR support, advice and guidance to managers, senior executives and owners of retained clients operating across a diverse range of sectors both in the UK and internationally and the client with whom the Advisor is based. With a strong focus on employee relations advice (but not exclusively), the HR Advisor will deliver support through both "on site" and "remote" service delivery methods.

The HR Advisor will also deliver consultancy services from time to time, as directed by the HR Director, again across the full spectrum of HR activities.

The HR Advisor will deliver project based outcomes as directed/delegated by their line manager across the broad spectrum of HR activities, arising from client needs.

The HR Advisor will also facilitate "Upskill your People Management Skills" workshops as required.

The HR Advisor will support on the implementation of new client start-ups with a particular focus on "Start Up" HR Documentation reviews.

The HR Advisor will provide temporary cover both remotely/on site for HR Advisor team members absent due to holiday, sickness absence, maternity etc. In addition, the HR Advisor will be required to assist the central administrative team as required including issuing job offers, new hire compliance checks and payroll interface tasks.

Key deliverables:

Employee Relations

- Provide advice and guidance on the full spectrum of employment law issues, client HR policy and HR best practice
- Be familiar with the Clients Employee Handbook and Factsheets and able to offer advice on all processes and able to update and amend client policies when required
- Provide support to managers on disciplinary, capability (absence and performance), grievance and appeal matters including attending meetings up to Senior Management Level
- Provide HR advice and support in connection with redundancy, restructures and TUPE transactions
- Create outcome letters for disciplinary, grievance, appeals, redundancy and other employee meetings

Salary and Benefits

- Provide advice on reward strategy and develop reward systems to support client objectives
- Provide assistance to Payroll when required
- Ensure the Client is up to date with changes such as National Living Wage
- Administer other employee benefits as appropriate e.g. life assurance

Resourcing

- Support clients as required on resourcing needs
- Providing support within interviews when required
- Assist with recruitment fairs and other activities when required

Projects

- Research, develop and implement HR solutions to address specific client HR needs as requested by your line manager
- Support your line manager on the development of new initiatives designed to enhance the Vero HR products and services available to Vero HR clients

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New Client Implementation start ups

- Support the implementation of new client start-ups including specifically “Start Up” HR Documentation Audits (e.g. handbook, contract and HR policy reviews)

Learning and Development

- Hold annual People Management workshops for managers at client level and “Upskill your People Management Skills” workshops.
- Supporting/advising line managers with the completion of PDR’s and providing an analysis of results.

HR Compliance

- Conduct DBS Risk Assessments when required
- Coordinate visa requirements for global resource movements
- Complete regular audits of HR compliance

Management Information

- Preparation of management information reports including analysing data and providing recommendations for improvement
- Provide monthly management reports

Requirements – experience:

- Good understanding of UK employment law and its practical application
- Strong generalist HR background
- At least one area of specialism in the areas of learning and development, organisational development, reward practice, international HR, HR technology solutions, global talent mobility, resourcing etc

Requirements – qualifications:

- Graduate, preferably with a post graduate qualification in HR
- Membership of the CIPD

Requirements – personal characteristics:

- Very strong client service delivery ethos
- Flexible, consultative style in approach
- Able to “read” and adjust style to different situations/personalities/client cultures
- Methodical in approach – project style mentality
- Highly accurate and with a strong attention to detail
- Pragmatic approach to HR – not a text book approach
- Flexible and willing to travel to other locations
- Proactive in style
- Approachable but professional in style
- Excellent written and verbal communication skills
- Confident, able to establish credibility quickly

Other points:

- Driving licence and car owner
- Comfortable with committing to early starts/late finishes

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“Our Professional Values”

ResponSive
Friendly
Supportive
InnoVative
Committed
Accurate
Honest

“The Way We Work”

Being accessible

Being easy to get in contact with by phone or in person

Being responsive

Responding to client needs quickly without needing to be chased

Listening first, advising second

Listening carefully to what the client says before giving our view

Being committed

Dedicated to supporting clients with a “nothing is too much trouble” attitude

Being consistent in what we say

Instilling clients with confidence that the advice and guidance they receive from us is consistent

Being clear in our communications

Being clear and concise in our written and oral communications with clients

Being knowledgeable about the advice we give

Instilling clients with confidence that we have an up to date understanding of their HR policies, procedures, and processes

Being approachable as well as professional

On every occasion engaging with clients, with a friendly, approachable, polite, and professional “can do” manner

Being accurate and on time with what we provide

Providing clients with accurate, error free documentation and data - and for routine tasks, on time too without needing to be chased

And when we get it wrong – owning up to our mistakes

Being open about our mistakes when they happen and owning putting things right

Creative in our approach to supporting clients

Proactive in suggesting ideas and better ways of doing things, even if it needs a bit of extra effort

Recognising when we need to refer up an issue, but also willing to learn

Recognising when the issue the client needs advice on needs to be handled by a more experienced Vero team member

Not giving “good” service - giving “outstanding” service

Always giving our clients that little bit extra, over and above what they expect

**We get people.
You get success.**