

People Adviser Role Profile

Pay Grade:	3
Responsible to:	Head of People
Line Management & Supervision – Responsible for	N/A

Main Duties of the Role

Delivering activities which enable us to attract, retain and reward talented people

- Deliver, monitor and review the end-to-end recruitment, onboarding and exit processes in liaison with relevant line managers
- Develop and maintain relationships with external job board providers, recruitment agencies and recruitment networks on social media platforms to attract best suitable applicants and promote SUSU's reputation as a good employer
- Using recruitment (equal opportunities, applicant feedback) data, provide and implement recommendations to improve our recruitment processes in relation to applicant diversity and inclusive practice
- Plan, conduct and monitor effectiveness of welcome/onboarding, exit and support session with colleagues collecting and reviewing feedback for relevant management on areas for development.
- Champion, support and contribute towards People Projects and programmes to improve the employee experience
- Plan, implement and evaluate wellbeing, awareness and support initiatives, activities and communications to enhance employee experience
- Coordinate, evaluate and make recommendations on staff benefits provision ensuring effective promotion and administration of existing benefits and support in developing our reward offer
- Provide support to the Head of People in salary benchmarking and job evaluation activities

Providing first line employee relations support across all areas of the employment lifecycle and championing consistent best practice

- Provide first line support in employee relations matters, effectively analysing the matter shared and advising on policies and procedures, and escalating matters as appropriate
- Champion, support and monitor the performance management process
- Complete required people procedure actions (e.g. disciplinary, grievance, probation, sickness) as relevant and requested
- Complete required procedures relating to staff leave and absence, including arranging services for employees, such as occupation health assessments
- Plan, implement and evaluate a mechanism for regular contact and support opportunities with line managers across all departments to offer timely support and, prevent escalation and stay informed about the employee experience
- Contribute to the development of managers' people management capability through people management induction and employee relations training
- Maintain and share learning of up-to-date knowledge of HR best practice and employment law with colleagues

Developing, implementing and administering of policies, procedures and digital systems to ensure they reflect best practice

- Contribute to the development, implementation, communication and administration of HR policies, procedures and digital systems
- Devise and update relevant templates, forms, documents and reports to assist with effective implementation of procedures
- Ensure employment documentation is prepared and processed to a high standard and in a timely manner
- Ensure that HR digital systems, records and staff files are accurately maintained and data is held in line with legislation and company policy
- Stay up-to-date with HR digital systems functionality updates and ensure that relevant procedures are adapted and appropriate stakeholders are informed
- Collate employment information for staff and advise payroll of required information within deadlines
- Produce correspondence to staff members in respect to their employment
- Produce and submit data and reporting on people operations activity in line with policies and procedures and request by the Head of People

People Adviser Role Profile

- Delegate and monitor completion of appropriate people administrative tasks to the People Administrative Assistant

Role Expectations

Financial Resource Management

- Occasionally responsible for small scale budgeting and expenditure monitoring (e.g. for an activity, campaign, small-scale project) within an annual budget of up to £10,000

Contribute to the overall effectiveness of SUSU by

- Supporting the implementation of the SUSU Strategy, promoting our aims and values through the goals of the department's Operational Plan
- Developing and maintaining relationships with key internal and external stakeholders
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Contributing to the positive image of SUSU with students, the University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring that statutory and legal obligations are met
- Promoting SUSU's various policies and commitments within your work, in particular Health & Safety, Equality & Diversity, and Sustainability
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Completing such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post

People Adviser Role Profile

Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

Key Requirements	ASSESSED AT:		
	Application	Task	Interview
Knowledge			
Working knowledge of a range of HR issues, HR best practice and employment law	✓	✓	✓
Strong knowledge of recruitment processes	✓		✓
Understanding of equal opportunities, including inclusivity, diversity and accessibility			✓
GCSE Maths and English at Grade C/4 or above, or equivalent	✓	✓	
Good understanding of and commitment to boundaries, data protection and confidentiality			✓
Skills			
Excellent verbal, interpersonal and written communication skills including diplomacy, influential, negotiation and facilitation with people at all levels of an organisation			✓
Excellent organisation skills and ability to prioritise and manage own workload with minimum supervision and to meet deadlines			✓
Excellent judgement and an analytical approach to problem-solving		✓	✓
Excellent IT skills, including MS Teams, MS Office, Outlook and CRM systems	✓		✓
Ability to establish credibility and a good working rapport when working with all staff and management			✓
Excellent customer service skills with a high level of discretion and professionalism			✓
Ability to research new ideas and enhance practice and advice quality			✓

People Adviser Role Profile

Experience			
Experience of providing good quality advice to managers and employees on a wide range of HR issues	✓	✓	✓
Experience in using HR digital systems			✓
Experience of planning, delivering and evaluating small-scale projects/initiatives	✓	✓	✓
Experience of collecting, accessing and analysing data	✓		✓
Qualification			
CIPD Qualification at a minimum of Level 3, or working toward achieving Level 5	✓		