

Job Title: HR Advisor		Business: People		Tier: 5
Reports to: Senior HR Advisor		Responsible for: N/A		
Purpose of role: To deliver an effective & customer focussed HR Advisory service on employee relations matters, consistent with internal processes and legal requirements, underpinned by a suite of HR Policies.				
Responsibilities		Skills/Experience		
HR Advisory Provide employee relations support to people managers on all key employee relations issues such as discipline, grievance, performance management and absence (including occupational health). You will provide quality HR advice and support, complying with employment law, HR policies and best practice whilst being pragmatic in HR solutions which achieve operational objectives. Work with the HR Services team dealing with any escalated queries on policy and process, sharing knowledge and experience to enable positive outcomes. Support the Business Partners in delivering a proactive and informed service and assist with the implementation of change management, including restructures and TUPE, across business areas as required. People Management Training Deliver people management training as required to ensure a consistent level of skill in people related matters. Customer Service Ensure a high-quality experience is delivered at all times to customers, providing accurate and up to date information in line with company processes, procedures and agreed standards. Be an ambassador for customer service at Onward, providing customers with prompt, professional and accurate information, delivered in a timely, consistent and efficient manner.		Essential: - Experience of working within a busy HR environment - Experience of working to deadlines with excellent attention to detail and the ability to prioritise effectively - Excellent working knowledge of Employment Law and best practice - Experience of handling employee relations matters such as discipline, grievance, performance management and absence. - Excellent communication skills with ability to communicate and collaborate across all levels - Ability to interpret/analyse and present data - Experience of multi-site & disciplinary environment - Excellent oral and written communications - Excellent knowledge of Microsoft Office Desirable: - Relevant sector experience - Change management experience including restructures and TUPE		
		Qualifications		
		Essential: CIPD Qualified (Level 5) or equivalent experience		
Characteristics		Other		
Our Values of Respect, Creativity and Excellence are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are: RESPECTFUL to our customers and each other CREATIVE in our approach and ambition EXCELLENT at delivering meaningful services to our customers		A Full UK Driving Licence and access to your own car		Yes
		Mobile working required		Yes
		Other		

You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required