

Role Profile - Responsibilities

Job Title:	Human Resources Adviser
Grade:	Band 8
Responsible to:	Strategic HR Manager
Management Responsibility:	N/A
Budget Responsibility:	N/A
Strategy Delivery Responsibility:	Enabling Employees to Flourish

Role Purpose

The post holder will provide professional support and advice to customers on all day to day operational human resources issues including recruitment, selection and onboarding, employee relations case management, attendance management, health and wellbeing, contractual changes and payroll.

Job Specific Responsibilities

1. Provide effective establishment control, succession planning and talent management to support employee resourcing planning.
2. Lead all recruitment campaigns and the development and administration of selection assessment arrangements, maximising opportunities to attract and select high calibre applicants and providing the best first experience of Livin as an employer.
3. Oversee the corporate onboarding process, enhancing engagement with new recruits and opportunities for pre-induction learning and orientation to the business.
4. Co-ordinate all payroll processes in liaison with finance to ensure that employees are paid accurately and in a timely manner.
5. Manage and coordinate the operational handling of employee relations cases, including probation reviews, grievance investigations, disciplinary investigations/hearings, capability investigations/hearings, dignity at work investigations/hearings and all associated appeals processes. Conduct efficient due diligence processes throughout to ensure compliance with legal and policy requirements and in accordance with best HR practice.
6. Facilitate proactive attendance management across the business including ensuring the proactive and proportionate management of long and short term absenteeism, providing advice and training to managers and reporting on performance.

7. Monitor compliance of the Occupational health contract, ensuring service standards are met and a quality service is delivered.
8. Identify critical health and wellbeing issues aligned to the needs of employees and Livin communities and develop and implement programmes maximising workforce participation and buy-in.
9. Provide specialist advice, guidance and interpretation of human resources policies and procedures ensuring strict adherence to employment law.
10. Ensure all HR processes for data collection, collation, analysis and presentation are in place, facilitating the timely and accurate production of informative, impactful human resources statistics.
11. Contribute to research and the preparation of reports for Senior Management Team and Board, as and when required, on issues that fall within the remit of the post.
12. Manage employment processes including pre-employment checks, the production of appropriate contracts of employment and ensure contractual changes are effectively administered.
13. Support the management of change programmes, including TUPE, ensuring that structural changes are implemented effectively and sensitively, including dealing with the management of structural change and handling cases of retirement and redundancy.
14. Play a lead role in the achievement of Human Resources related accreditations and awards. Manage the implementation of projects to ensure that the criteria of appropriate accreditations are met.
15. Liaise with the Marketing team to promote the Livin employment brand, consistent with the aims of the Employee Strategy including a positive presence via the website and social media.
16. Maintain positive trade union relations and promote employee engagement and consultation.
17. Ensure that performance in relation to areas of responsibility is managed, monitored and improved in accordance with Livin's Performance Management framework. Responsible for the timely reporting of appropriate statistics in relation to the service.
18. Support the Strategic HR Manager in monitoring HR process compliance and the effective creation and maintenance of human resources digital and paper records in respect of all aspects of operational work, ensuring compliance with Livin's procedures and the wider legal framework (Human Rights Act, GDPR, Information Asset Register etc).
19. Manage processes for periodic disclosure, barring and vetting of employees via the umbrella body, and liaising with senior colleagues and Heads of Service in considering DBS outcomes fairly and consistently.

20. The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the post holder will be responsible for. At any time of substantial change in the operating environment, these may vary without materially affecting either the character or level of responsibility.

21. The nature of the post may require commitment outside of normal office hours, including working on evenings and occasionally at weekends when the needs of the Business require.

General Responsibilities

- Promote a culture that reflects the mission, vision and values of Livin.
- Contribute to the achievement of Livin's Business Strategy, Plan A.
- Deliver high quality customer focused services.
- Comply with data protection requirements and information management responsibilities relevant to the role
- Pro-actively suggest improvements to services in line with customer and business needs, including digital transformation to deliver a seamless customer experience and efficient business processes.
- Comply with the policies and procedures of Livin

Person Profile - Qualities

Competencies	
Excellence:	<ul style="list-style-type: none"> • Understanding the mission and demonstrating professional conduct at all times, motivating yourself and others to be flexible and positive • Taking ownership and going the extra mile to build strong trusting relationships which increase customer satisfaction to deliver the best possible outcomes • Having clear standards of open, honest and transparent professional behaviours which sustain high standards of internal and external customer service, considering 'upward feedback' where it is appropriate
Enterprising:	<ul style="list-style-type: none"> • Accepting change and contributing to strive to reach your full potential, delivering business success through achieving objectives and targets • Making a positive difference every day, being able to 'self- correct' to know what might need to be improved and make certain it happens • Understanding job activities and being enthusiastic and capable of sharing concepts to put them into practice
Productive:	<ul style="list-style-type: none"> • Achieving the targets that are set on time and to budget by actively being involved and maximising your contribution to business success so you feel rewarded and recognised. • Taking responsibility for your own personal growth, learning from experiences, being 'self -serving' and may mentor others where possible as part of the day job • Developing new skills and maximising current skills to be effective • Understanding that change goes through stages and seeing positive outcomes
Unified:	<ul style="list-style-type: none"> • Recognising where activities fit the bigger picture and achieving the best possible outcomes with the available resources • Communications are effective, inclusive and adapted for different audiences • Staff encourage and demonstrate a positive attitude which supports the strategic vision • Sharing ideas, views and opinions in a professional, positive and straight forward way to achieve the best possible outcomes
Skills	
<ul style="list-style-type: none"> • Ability to deal sensitively and diplomatically with complex, contentious and emotive issues • Ability to deal confidently with challenge and complaints from employees, managers and union representatives • Strong investigative skills 	

- Thorough, systematic, meticulous with attention to detail
- Ability to work to tight deadlines and prioritise accordingly
- Excellent facilitation skills
- Strong report writing skills
- Good analytical and evaluation skills
- Ability to produce professional business and contract correspondence

Knowledge

- Knowledge of common terms and conditions of employment and their practical application
- Knowledge of employment law and its practical application
- Knowledge of HR best practice
- Knowledge of cutting edge HR digital solutions and their application

Experience

- Experience of developing bespoke recruitment and selection campaigns, including employer branding
- Experience of managing employee relations cases
- Experience of providing HR support for workforce restructuring and changes including organisational design, job evaluation, redundancies, redeployment, retirement and TUPE
- Experience of developing systems for improving HR process compliance
- Experience of employee benefits administration and payroll processes

Qualifications

- Post-graduate Diploma or degree in Human Resource Management or equivalent subject
- Full membership of the Chartered Institute of Personnel and Development
- Evidence of Continuous Professional Development