

The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



People Advisor (Employee Relations)

REPORTS TO: People Manager

DIRECT REPORTS: N/A

JOB PURPOSE

To provide HR advice, support and guidance to the business on all people matters.

To coordinate people processes, working internally with the People team and across the business.

MAIN DUTIES AND RESPONSIBILITIES

- Provide specialist comprehensive HR support, advice, and guidance across all of The ACC Liverpool Groups' People policies, procedures and processes.
- To support managers across the organisation of all levels supporting them through key employee relations processes including absence management, discipline, grievance, performance management, contractual changes, restructures and general people matters.
- Provide advice and guidance to managers on the interpretation and implementation of contracts of employment, terms and conditions, legal responsibilities and policies and procedures to deliver effective people solutions through a detailed understanding of the business.
- To act as first point of contact for sickness absence management matters and arrange all necessary occupational health appointments.

- Guide and coach managers in attendance review meetings, working together on improvement plans, developing management skill and empowering managers.
- Lead on the provision of services to our staff and managers in respect of all forms of leave including maternity, paternity, adoption, parental and authorised leave to ensure they are processed through payroll and all associated paperwork is produced as required, in line with business needs and changing employment law.
- Develop systems to review casual worker hours and to review the use of casual workers on an ongoing basis to mitigate legal risks, implementing control processes.
- Develop system to review overtime hours and review the use of overtime on an ongoing basis to mitigate legal risks, implementing control processes.
- Develop Casual Worker handbook, continually maintaining and updating.
- To undertake all exit interviews and to make improvements to the current processes to enable us to capture more meaningful data.
- To prepare monthly and ad-hoc People and management reports detailing people information such as sickness and turnover.
- Design and deliver relevant People training on processes/policies.
- Monitor the end of fixed term contracts/temporary arrangements to ensure they are acted upon within the correct timescales, where appropriate providing notification to the relevant line manager in order to provide sufficient notice to employees.
- To develop improvements to our how we recruit and manage the apprenticeship experience, creating documentation to improve the journey.
- Support the activity set out in the Company's diversity and inclusion plan, monitoring progress of initiatives, completing annual gender pay reports and diversity and workforce statistics, creating reports as required.
- Develop Casual Worker handbook, continually maintaining and updating.
- Act as the People lead on IR35 practices, working closely with Procurement to ensure relevant rules, procedures and policy in place.
- Continually review and update the People Sections on the Intranet and all shared areas to ensure it is kept up to date and that the intranet is used as a key communication tool to engage with employees, sharing information as required.
- Review business cases and provide advice, ensuring proposals meet People requirements and that the relevant People sections are completed as necessary.
- Monitor the appraisal process to define appropriate timescales and deadlines for the including, Looking Forward, Mid-Years and Full Year reviews, drafting communication and updating documents.
- Monitor competency levels for new starters/job changes throughout the year implementing and communicating new competency levels.

GENERAL

- Contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- Adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- Undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	CIPD level 5	Essential	A and I
EXPERIENCE	<p>Significant experience in working with Microsoft Office and databases</p> <p>Demonstrable experience of communicating with colleagues at all levels of an organisation</p> <p>Demonstrable experience of interpreting information and presenting numerical data</p> <p>Demonstrable experience within a People function</p> <p>A comprehensive understanding of employment law, and a proven track record of its successful application within a similar role</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>	A and I
SKILLS & KNOWLEDGE	<p>Understanding of recruitment processes and legislation</p> <p>Understanding of diversity and inclusion</p> <p>Understanding of employment law and good practice in Human Resources</p> <p>Awareness of IR35</p> <p>Developed verbal and written communication skills</p> <p>Developed ability to organise, prioritise and plan workload efficiently</p> <p>Developed organisation skills</p> <p>Developed skill of attention to detail and ensuring accuracy</p> <p>Developed IT skills in line with software experience</p> <p>Developed ability to problem-solve and improve processes</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	A and I
KEY ATTRIBUTES	Emotional intelligence, empathy, pragmatic, resilience, influencing, internal / external stakeholder management, confidence, excellent verbal and written communication, conflict resolution, innovation and creativity	All Essential	A and I

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date