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| Job title: | People Operations Advisor |
| Line manager: | People Operations Manager |
| Grade (if applicable): | 3 |
| Direct reports: | N/A |

Role purpose:

To support the People Operations Manager and team in providing a commercially focussed People Operations service. To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met. Builds and develops relationships with managers and staff at all levels to provide support and guidance on a range of People matters and share best practice throughout the People Operations and wider PACT team.

Provides second line advice and guidance to colleagues and managers as part of the tiered People Operations customer model. Looks for opportunities to enable colleagues and managers to self-serve People related issues and provides individual and group training to colleagues on People processes.

The People Operations Advisor is the 'interface' between the People Operations Team and the People Relations & Strategic Partnering Team. Escalating cases and interventions as appropriate. Supports the People Operations Manager by identifying and delivering upskilling and training opportunities for the People Operations Assistants.

Key results:

- Provide an efficient, effective and customer focussed People service which supports all aspects of an employee's relationship and engagement with their employment including, all employee lifecycle events, terms and conditions of employment, ensuring compliance with employment legislation.
- Build effective working relationships with colleagues at all levels, providing advice and guidance on a range of People policies and People related issues to support understanding and ensure effective communication of good HR practice
- Support relevant managers and provide advice on a full range of HR matters, to ensure the effective management of colleagues to achieve business needs. Escalating complex issues or concerns to the People Relations or Strategic Partnering Teams.
- Working in conjunction with the People Relations and Wellbeing Team, ensure effective monitoring of sickness trends and remedial action in accordance with Peabody's policy and to facilitate a proactive approach to absence management to ensure a smooth return to work
- Take responsibility for the implementation of all People policy, ensuring that all People queries are dealt with within the timescales set out in the People Operations SLAs
- To support the People Operations Manager and People Operations Assistants to ensure all people systems transactions and all data and documentation is accurate and up to date
- To provide professional and consistent generalist HR advice and support to deliver appropriate solutions .
- To coach and support managers and their teams in the application of People policies and practices, supporting managers to take early interventions and to rigorously adhere to policies and processes.
- To manage a caseload of second stage employment queries, as directed by the People Operations Manager.
- To highlight any learning from Employment queries or issues and support or facilitate any associated policy, process, or practice changes.
- To build close and trusting relationships with business managers and PACT colleagues.
- To contribute and take an active role in projects in the People team.
- To ensure the provision of excellent customer service to all stakeholders to maximise customer satisfaction.

Version Date:

Signed off by:

Success Metrics:

- Colleague and Manager satisfaction and feedback.
- Delivers a range of pragmatic robust solutions.
- Has a commercial approach.
- Able to plan, prioritise and organise workload to meet deadlines. Agreed SLAs for the People Operations area are met or exceeded.
- Has a good reputation for creativity and personal integrity.
- Delivers all written materials with high attention to detail and accuracy.
- Does not allow difficulties to get in the way of quality and final delivery.
- Evidence of equality of opportunity and diversity in employment practices & service delivery.
- Positive Feedback from People Operations team and wider PACT area.

About you:

You will be:

- Able to work independently, exercising good initiative and judgement
- Able to work under pressure and meet deadlines and targets
- Experience of advising managers on a range of human resources issues.
- Good working knowledge of Employment Law and HR best practice.
- Experience of using human resources databases and increasing efficiency by using information technology.
- Able to write letters, reports, manage and interpret data and make recommendations.
- Able to challenge and negotiate with managers without damaging relationships.
- Confident with the latest technology and able to use technology intuitively.

You will have:

- CIPD level 5 / demonstrable practical experience
- A 'can do' outcome focused attitude and approach, resourceful and works to make things happen taking others along with them
- Excellent interpersonal and negotiation skills with the ability to persuade influence and, when appropriate, challenge with tact and diplomacy.
- A sound understanding of the principles of good HR practice and comprehensive knowledge of employment law
- A high level of personal integrity, who displays respect and empathy for others and is consistent, open, and honest
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Experience of advising managers on a range of human resources issues.
- Experience of using human resources databases and increasing efficiency by using information technology.