

## Job Description

<b>Job Title:</b>	Employee Relations Advisor
<b>Directorate:</b>	People, Property and Independent Living
<b>Reports To (role):</b>	Senior People Business Partner

## About the Role

The ER Advisor provides an exceptional HR service, delivering quality, consistent advice; sharing knowledge and building the capability of the line managers across the organisation. The ER Advisor balances a reactive caseload with a proactive approach to reducing issues and delivering appropriate interventions, guiding managers on the best practices to people management. This role also builds strong and lasting relationships with employees and line managers to continually improve execution of HR policy and processes within the business.

We are looking for someone with knowledge of employment law and HR systems and best practice. You will be a well organised, friendly and empathetic individual, able to build positive relationships with employees and line managers around the business. You will have demonstrable experience processing high volumes of work accurately, and will be comfortable working with data and information from multiple sources. Finally, you will have solid communications skills, a high level of written communication and excellent attention to detail.

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## Key Responsibilities

- Manage or provide support as appropriate on a range of formal casework including sickness absence, performance management, disciplinary and grievance cases etc
- Ensure that the casework tracker is completed and maintained accurately.
- Handle day-to-day queries, providing professional, timely, accurate and robust advice and guidance to managers and staff on a wide range of ER queries providing advice on associated policies.
- Ensure that key recommendations for improving colleagues experience of working for Centrepoint are made when appropriate following learning from individual cases.

- Work closely with colleagues in the People Operations Team including the Head of People Operations, Senior People Business Partner, People Partners and the Talent Acquisition team to deliver a consistent and joined-up HR service across the organisation.
  - Build effective working relationships with managers and staff and with other HR colleagues to support the maintenance and development of best practice policies and procedures.
  - Participate as appropriate in the development and delivery of ER learning and personal development initiatives.
  - Support on ER-related projects as appropriate.
  - Review and analyse MI data and trends.
  - Adopt a continuous improvement approach to work, to ensure that records are kept up to date and letters, guidance and templates etc are accurate and appropriate.
  - Devise and implement in house training and coaching sessions for Managers on a range of workforce issues.
  - To support, advise and coach managers to ensure a consistent approach in line with current Trust policy and employment law and best practice.
  - To carry out any other tasks commensurate to the role
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#### **Essential Experience:**

- A track record of effectively managing a busy range of casework.
- Current, relevant experience working in an operational HR role, ideally in a diverse and demanding environment.
- Experience of using data to inform decision making and influencing change.
- Experience of building relationships of trust with senior leaders and offering appropriate challenge to poor practice where identified to influence positive change.

#### **Essential Skills :**

- Excellent written and verbal communication skills including the ability to present information, to persuade, influence, counsel, support or challenge people at all levels, often in sensitive circumstances, and to treat information confidentially.
- Ability to work on own initiative and to manage own time effectively.
- Ability to apply judgement and decision-making to find innovative solutions which meet customer needs, within policy or procedural requirements.
- Ability to work with ambiguity and conflicting priorities.
- A self-motivated, results-focused, and proactive, approach to work, with a strong record of delivery.
- Able to travel to meet the requirements of the post.
- The post holder must demonstrate a positive commitment to uphold diversity and equality within Centrepont.

**Desirable Skills:**

- Appropriate CIPD Qualification (minimum level 3) or equivalent skills and knowledge gained from working in an HR role.

**Essential Behaviours:**

<b>Working Together</b>	I share my views clearly, challenge bad behaviours, and coach others to do the same.
<b>Learning Continually</b>	I share learnings from my team across other teams.
<b>Engaging with Change</b>	I understand people respond to change differently and help them adapt.
<b>Understanding our Goals</b>	I convey enthusiasm and energy about our work and create an environment where others do the same.
<b>Accountability</b>	I am accountable for ensuring team work is completed on time and to a high standard, and decisions are made in line with available data.

## Centrepoint Values

All staff at Centrepoint are expected to work according to our six values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

<p><b>Integrity</b></p> <p><i><b>We always put the good of young people and Centrepoint first</b></i></p> <ul style="list-style-type: none"> <li>• We commit to living these values in our professional lives at Centrepoint</li> <li>• We work hard to build trust and productive relationships</li> <li>• We are honest and transparent</li> <li>• We confront issues early in a direct and constructive way</li> </ul>	<p><b>Energy</b></p> <p><i><b>We are ambitious for young people and we have relentless drive, commitment and resilience to achieve that</b></i></p> <ul style="list-style-type: none"> <li>• We act decisively, using our energy to deliver and exceed expectations</li> <li>• We understand our strengths and use them to strive for excellence</li> <li>• We have creative optimism and we embrace change and drive it</li> <li>• We have the courage and stamina to make tough decisions and see them through</li> </ul>
<p><b>Humility</b></p> <p><i><b>Our work is a service that supports and challenges each person in our sphere of influence to fulfil their potential and ensure that they are engaged and inspired to perform</b></i></p> <ul style="list-style-type: none"> <li>• We show empathy, sincerity and are servant-hearted in our approach</li> <li>• We are self-aware; continuously seeking to improve and we take full responsibility for our own development</li> <li>• We offer to help without hesitation and ask others for support when we need it</li> </ul>	<p><b>Entrepreneurial</b></p> <p><i><b>We are enterprising and innovative – professional, optimistic and always thinking about how to improve</b></i></p> <ul style="list-style-type: none"> <li>• We are commercially aware and financially conscious</li> <li>• We communicate well and bring people with us</li> <li>• We know and understand our business and the impact of both internal and external forces</li> <li>• We always ask ourselves how it can be done better; we are more ‘why not?’ and have the flexibility to adapt</li> </ul>
<p><b>Accountable</b></p> <p><i><b>We know what we have to do and why. We have high standards and expectations of ourselves</b></i></p> <ul style="list-style-type: none"> <li>• We have a clear direction and are fully accountable for delivery in our area</li> <li>• We take personal responsibility to deliver and exceed expectations</li> <li>• We seek and gain the commitment of others; helping others to achieve what they need to do, by inspecting what we expect.</li> <li>• We celebrate success and reward the right behaviour at the right time; fully supporting the</li> </ul>	<p><b>Focused</b></p> <p><i><b>We deliver for and with young people in a way that is creative, inspiring and enjoyable</b></i></p> <ul style="list-style-type: none"> <li>• We put young people at the heart of all we do</li> <li>• We are mindful of risk, seeking to be risk intelligent</li> <li>• We create a collaborative spirit where people are treated equally with respect</li> <li>• We focus relentlessly on results</li> </ul>



**ENDING YOUTH  
HOMELESSNESS**

appropriate challenge of inappropriate workplace behaviours	
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