

HR ADVISOR – JOB DESCRIPTION

Reports to:	HR Manager
Hours:	34 hours – Full Time
Grade/Salary:	£43,833 plus benefits
Location	London (Liverpool Street) TSSA operates a hybrid working arrangement, with a minimum of three days per week in the office. Core office days are Tuesday, Wednesday and Thursday.

ABOUT TSSA

TSSA is a trade union representing more than 17,000 people working across the transport and travel sector across the UK and Ireland. We work to improve pay, terms and conditions, job security, and workplace rights for our members.

Alongside this, we campaign for better workplaces, stronger employment rights, and a modern, sustainable transport system, championing accessible, affordable, and safe public transport that meets the needs of passengers and communities.

At TSSA, our people are central to delivering our mission. We are committed to creating an inclusive, collaborative, and values-driven workplace where employees are supported to thrive and make a meaningful contribution.

PURPOSE OF THE ROLE

The HR Advisor plays a key role in delivering a professional, responsive, and efficient HR service across TSSA. Working closely with the HR Manager, the postholder will provide practical advice and guidance to managers and employees on a broad range of people matters, ensuring the consistent application of policies, procedures, and employment practices.

This is a broad generalist role that combines HR advisory responsibilities with operational HR delivery. The postholder will support employee relations processes, maintain HR systems and records, coordinate payroll and benefits administration, contribute to policy development, and provide workforce data and insights to support effective decision-making.

The role requires sound judgement, strong interpersonal skills, excellent organisational ability, and a proactive approach to problem-solving. The successful candidate will help promote positive employee relations, ensure compliance with employment legislation and organisational policies, and contribute to a positive workplace culture.

KEY RELATIONSHIPS

Internal	External
• General Secretary • Organising Directors • Finance Manager • Staff Representatives • Managers and staff across the organisation	• Payroll and benefits providers • Pension administrators • Learning and development providers • External HR and employment advisers, as appropriate

MAIN DUTIES AND RESPONSIBILITIES

HR Advice and Guidance

- Act as a first point of contact for HR queries, providing timely, practical, and consistent advice to managers and employees.
- Support managers in the application of HR policies, procedures, and good people management practices.
- Provide guidance on matters including absence management, performance, conduct, wellbeing, flexible working, and other day-to-day employment matters.
- Build effective working relationships across the TSSA and promote a positive employee experience.

Employee Relations

- Support formal employee relations processes, including disciplinary, grievance, capability, absence and performance management matters.
- Assist with the preparation of correspondence.
- Attend formal meetings and hearings, taking accurate notes and maintaining confidential records.
- Ensure employee relations matters are administered efficiently, consistently and in accordance with organisational policies and employment legislation.

HR Systems, Data and Compliance

- Manage and maintain the HR Information System (myhrtoolkit), ensuring the accuracy, integrity and confidentiality of employee data and records.
- Produce regular and ad hoc HR reports, monitoring key people metrics including absence, turnover, probationary reviews and training activity.
- Ensure compliance with GDPR, data protection requirements and organisational policies in all HR activities.
- Support the continuous improvement of HR systems, processes and record-keeping to ensure efficient and effective HR administration.

Learning and Development

- Maintain training and development records.
- Coordinate learning and development activities and training bookings.
- Monitor completion of mandatory training requirements.
- Support the administration of development programmes and initiatives.

Payroll and Benefits Administration

- Support four weekly payroll processes, ensuring all employee data and changes are submitted accurately and within timescales.
- Administer employee benefits and respond to related queries.
- Maintain accurate records relating to pay, benefits, contractual changes, and employee terms and conditions.
- Support annual pay and benefits administration processes as required.

Recruitment and Resourcing

- Coordinate end-to-end recruitment processes, including advertising, shortlisting support, and interview logistics
- Administer pre-employment checks and employment documentation.
- Coordinate onboarding arrangements for new employees.
- Support offboarding processes and maintain accurate leaver records.

Policy Development and Continuous Improvement

- Support the review, development and implementation of HR policies, procedures and best practice guidance.
- Contribute to HR projects and organisational initiatives that support the delivery of TSSA's strategic objectives.
- Promote equality, diversity, inclusion and employee wellbeing through HR practices and organisational initiatives.
- Identify opportunities to improve HR systems, processes and ways of working, contributing to a positive organisational culture aligned with TSSA's values.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- CIPD qualified or equivalent HR experience.
- Experience in a generalist HR role, providing advice and support to managers and employees.
- Good knowledge of UK employment law and HR best practice.
- Experience supporting employee relations matters, including absence, disciplinary, grievance, capability and performance processes.
- Experience maintaining HR systems and employee records, with strong organisational, problem-solving and communication skills.
- Commitment to continuous improvement and the delivery of a high-quality HR service.
- Commitment to equality, diversity and inclusion, with the ability to support inclusive people practices and a positive workplace culture.
- Strong Excel skills, including the ability to analyse data, produce reports and maintain accurate records.

Personal Attributes

- Professional, approachable and solutions-focused.
- Well organised with strong attention to detail.
- Ability to build effective working relationships and handle confidential information with discretion.
- Understanding of trade unions and industrial relations, with empathy for and commitment to TSSA's values and objectives.

APPLICATION PROCESS

Please submit:

- An up-to-date CV
- A supporting statement (maximum two sides of A4) outlining how you meet the Knowledge, Skills and Experience requirements of the role.

Closing date: 10am, Monday 17 August

Interviews: Thursday 3 September at TSSA's London office (Liverpool Street)

TSSA is committed to promoting equality, diversity and inclusion. If you require any reasonable adjustments at any stage of the recruitment process, please let us know and we will be happy to discuss your requirements.