



Job title: HR Advisor

Location: Office based in London with flexibility to work remotely

Reports to: HR Operations Manager

Status: 12 months FTC – full time

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

As part of the HR Operations team you will be responsible for providing an efficient, friendly and high quality HR Advisory service to customers across the organisation, and for providing first line advice, guidance and support with casework, including grievances, disciplinary matters, and sickness absence. In addition, you will undertake general HR administration, payroll input each month and provide cover for colleagues within the HR Operations team as and when required.

Key relationships:

Internal

The post holder works closely with HR colleagues, employees and managers across the whole organisation

External

The post holder works closely with external providers which could include agencies and our outsourced payroll provider.

Key accountabilities:

Our HR Advisor will support delivery of our People Engagement strategy to deliver our strategic goals by:

1. Business plan implementation

- Planning own workload to ensure we meet our deadlines.
- Focussing work to deliver the team's business plan and contribute to the achievement of our strategic aims and priorities.
- Contributing to a clear focus on driving improvements in quality, impact and performance.

2. Team work

- Contribute to the work of the broader team.
- Developing and maintaining effective working relationships across the department, directorate and organisation as a whole.

3. Monitoring and reporting on performance

- Monitoring own performance information against objectives.
- Taking corrective action in a timely manner when necessary.
- Communicating effectively with the HR Operations Manager.

Detailed Responsibilities

Recruitment

- Generate offer letters and employment contracts that set a friendly welcoming tone for new recruits
- Draft internal and external advertisements that project a professional and engaging image of the organisation

Casework

- Support the HR team in managing disputes by giving advice and support to line managers on matters such as grievances, disciplinary matters, and sickness absence etc.
- Attend formal casework hearings to take minutes and act as HR representative when required.

Policies and Procedures

- Contribute to the development of HR policies, processes and guidelines, particularly on own work. This will include keeping abreast of changes in legislation by attending ER seminars and law updates.

Administration

- Carry out administration required to fulfil own role, including updating of electronic personal files and iTrent.
- Assist colleagues in the HR team by carrying out administrative work as and when requested by the HR Operations Manager. This may include HR, OD and/or L&D related tasks as well as recruitment and payroll.
- Carry out payroll input each month in accordance to our internal HR process and payroll process which is in place.

Data Protection

- Ensure robust management of all personal data handled in respect of your work

Other HR work

- Cover certain areas of work for the HR Operations Manager if required along with the rest of the team
- Cover for the other HR Advisors and HR Administrator when required
- Work with the HR Operations Manager in providing HR support to deliver a responsive, pro-active HR function.
- To respond to general and specific queries from employees in relation to their employment terms and conditions, local entitlements and HR policies.

General

- Compliance with our governance procedures, policies and procedures.
- Contribute to a positive working environment in which equality and diversity are valued and employees are enabled to do their best.
- Responsible for the effective use of financial and other resources.

Other duties

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.
- To undertake any other works as could be expected of an HR Advisor

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

PERSON SPECIFICATION

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

- CIPD level 5, or equivalent proven experience
- Experience of working in a HR environment giving first level HR advice
- Experience of employee dispute resolution
- Experience of working with an HRIS, including data management and reporting (iTrent system knowledge a plus)

Essential Knowledge, Skills and Abilities

- Excellent organisational and time management skills with the ability to prioritise work efficiently to meet deadlines
- Excellent standard of written English, sufficient to draft letters, contractual documents, guidance and correspondence
- Strong attention to detail and ability to maintain speed and accuracy when dealing with high volumes of detail
- Good IT skills in relation to HRIS systems (iTrent) and general office IT systems
- Good interpersonal and influencing skills, with the ability to build effective working relationships with a range of contacts
- Ability and confidence to challenge where needed
- Proactive and solution focused
- Very good communication skills sufficient to respond to varied queries verbally and in writing in a clearly understood way
- Proven ability to work both independently and productively as part of a team
- Good understanding of and ability to apply the principles of confidentiality
- Good understanding and application of the principles of equality, diversity and inclusion in an HR context
- Commitment to our mission and values



Employment terms

Grade: E2

Signed by post holder

Date

Signed by Executive Director

Date



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>
Collaborative working	<p>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</p>	<p>Together</p>

	<p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	<p>Together</p> <p>Expert</p>
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	<p>Bold</p> <p>Together</p>
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	<p>Together</p>
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</p>	<p>Bold</p> <p>Expert</p> <p>Ambitious</p> <p>Together</p>



Tech Savvy	Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness. As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.	Bold Ambitious
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