

Job Description – HR Advisor (ER Lead)



This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.

Section 1 - Job Details

Job title	HR Advisor - ER Lead
Directorate area	Corporate Services
Department or Team (if applicable)	HR
Reports to	Head of HR Operations
Direct reports	N/A
Job Location	Office based in London with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

Provides professional advisory support to the MS Society on the full range of employment services, including employee relations related practices. Initiates, completes and analyses data as required and maintains personnel records accurately and securely.

Section 3 - Key Responsibilities and Accountability

Responsibility or Accountability	
1	Work collaboratively to develop and maintain effective working relationships across the department, directorate and organisation as a whole to ensure the team delivers a professional and effective full employment service.
2	Responsible for managing a variety of employee relations related casework providing related advice and guidance, not exhaustive to; absence management, performance management, and conflict resolution supporting people managers with appropriate guidance within HR SLA timelines. Ensure all relevant documentation is up to date and accessible at all times.
3	Provides employee relations advice and guidance on the full range of performance and dispute matters to people managers. Support and attendance at appropriate meetings and hearings.
4	Contribute to and advise upon the development of HR policies, processes and guidelines, particularly in relation to area of expertise. <ul style="list-style-type: none"> ○ Absence Management ○ Performance management ○ Capability, disciplinary and grievance
5	Carry out administration required to fulfil own role, including updating of electronic personal files and HRIS.
6	To respond to general and specific queries from staff in relation to their employment terms and conditions, entitlements and HR policies.
7	Contribute to work and developmental projects undertaken by the HR Team
8	Accurately enter any changes related to the work you are doing within a timely manner for payroll each month.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of assets within scope of role
Staff or Volunteers	N/A
Budget	N/A
Key relationships	Internal – HR colleagues, all managers and employees External – Occupational Health provider, (as required) and employment lawyers .
Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society

Section 5 – Key deliverables

Measures of success	
1	Enabling and delivery of HR activities within HR SLA timelines
2	Ensuring personnel data is accurately processed and recorded
3	Give accurate and sound HR advice to all employees and people managers

Section 6 – Competencies and contribution

Competency	Level required (see below)	B	E	A	T
Fosters co-production	2		X		X
Open to change and innovation	3	X		X	

Sound decisions	3		X	X	
Collaborative working	3				X
Effective communication	4			X	X
Outcome focussed	3	X			X
Inclusivity	4				X
Accountability	3	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/Recognised authority – Responsible for managing significant resource (people, budget etc) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning and Development requirements

(List L and D requirements for role)

Foundation (mandatory)	Yes
Additional internal learning or courses required for role	N/A
Other professional training or qualification required	Chartered Institute of Personnel & Development Level 5

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.

Requirement	Essential	Desirable	Tested*
Relevant experience of working in a HR environment giving general HR and employee relations advice and guidance .	X		A/I
Experience of employee dispute resolution	X		A/I
Recent HR experience within the charity sector		X	I

Excellent organisational and time management skills with the ability to prioritise work efficiently to meet deadlines	X		I
Excellent standard of written English, sufficient to draft , contractual documents, guidance and correspondence	X		I/T
Strong attention to detail and ability to maintain speed and accuracy when dealing with high volumes of detail	X		I/T
Excellent IT skills in relation to HRIS systems and general office IT systems including ability to manage and analyse data	X		A/I
Good interpersonal skills with the ability to build effective working relationships with a range of contacts	X		I
Excellent communication skills sufficient to respond to varied queries verbally and in writing in a clearly understood way	X		A/I
Proven ability to work both independently and productively as part of a team	X		I
Good understanding of and ability to apply the principles of confidentiality	X		I
Good understanding and application of the principles of equality, diversity and inclusion in an HR context	X		A/I

*Tested - A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation or requirements.
Equality, diversity and inclusion	Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices. As a charity whose primary focus is to support and improve outcomes for disabled people. We expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by disabled people whilst working with us. As well as adopting an inclusive approach and embedding EDI principles in their day-to-day work.
Health and safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosure and Barring Service/AccessNI/PVG scheme checks will not be required for this role.

Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Unusual specific physical or mental demands associated with the role	Resilience
Travel requirements	As and when required
Unsocial hours	N/A

Last updated January 2025