



## **People Advisor Job description**

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|------------------------|---|
| <b>Accountable to:</b> | People Director   |
| <b>Location:</b>       | Home-based with occasional travel   |
| <b>Type:</b>           | Permanent, Part-time  |
| <b>Hours:</b>          | 30 hours per week over 4 days but are happy to flex the number of days to suit the successful candidate |
| <b>Salary:</b>         | £24,000 per annum for 30 hours per week<br>(£30,000 FTE pro-rata)                                       |

### **Why Access Social Care Exists**

Everyday millions of older and disabled people are denied the social care they need. Most local authorities can't meet the growing demand for care, none are confident they can meet their legal duties in the future. This affects all of us, we will all need social care at some point.

We all have a right to hold public bodies to account. But most of us cannot afford lawyers so rely on legal aid. The 77% drop in community care legal aid cases since 2010 means we have nowhere to turn. Without access to justice, our rights do not exist. The rule of law is broken.

### **What we do**

Access Social Care provides free legal advice and information for people with social care needs, helping achieve a better quality of life. We work with communities to increase knowledge of the law and our rights. We highlight the gap left by cuts to Legal Aid and provide advice for those who can't afford it.

With a 98% success rate, our network of lawyers and barristers ensure fair access to justice when things go wrong. We collaborate with social services whilst ensuring legal obligations are met. We are working towards a future where social care is adequately funded, and we all get the support we need.

### **About the role**

This is an exciting time to join our organisation. We have a new strategy and are growing quickly including across our senior leadership team. We have nearly tripled in size and income since we started operating in April 2020 and we anticipate that this strong growth will continue for the duration of our next strategic period. Access Social Care are an organisation of thirty-six people, and this is a new role in the People team coming at a period of growth to drive a thriving charity and help shape its future.

This is a fast-paced role whose emphasis is on policy / process / systems improvement as well as advising colleagues and managers across the organisation regarding all aspects of the employee lifecycle. You will work with people at all levels of the organisation supporting the People Director on strategy work streams as the organisation continues to grow and evolve.

## **Responsibilities**

- Responsible for all day-to-day HR processes within the employee lifecycle to ensure staff are supported appropriately and legislative responsibilities are fulfilled
- Work alongside the People Director to map or review processes across the employee lifecycle, identify blockers and seek to implement solutions that create efficiency and clarity
- Advise on employee relations and discuss complex or sensitive cases with the People Director to decide the best course of action, ensuring that cases are resolved in a timely manner or be a trusted advisor to our managers with their people challenges
- Coordinate the delivery of projects, process and policy improvements as defined and prioritised within the People Plan, leading on workstreams as outlined by the People Director
- Support the People Director in sourcing training and learning solutions, and evaluating training
- Provide practical upskilling and training to managers and employees in HR practices and policy
- Coordinate recruitment efforts at Access Social Care, ensuring compliance with employment laws and providing guidance to managers. Manage the recruitment cycle and administration process from job ads to onboarding
- Support staff engagement activities across Access Social Care in conjunction with the People Director. These may include but are not limited to the following initiatives: staff survey coordination, and wellbeing events
- To be a super user and actively promote the use of the HRIS system (Bright HR) and ensure that electronic staffing records are updated and maintained accurately in accordance with GDPR
- Dealing with cyclical and ad-hoc data reporting and requests for information including data analysis
- Contribute to effective payroll administration ensuring information is shared with the Finance Officer in a timely manner, and collaborating with the People Director to address and rectify any issues and process improvements
- Work within the parameters of GDPR, ensuring data and information is protected and handled correctly
- Support the People Director as required in any duties which you could be reasonably expected to perform in line with this job description

## Person Specification

All staff at ASC are expected to share and demonstrate our values:

|                    |  |
|--------------------|--|
| <b>Trustworthy</b> | Recognised for excellence, we will be the best we can be in everything we do. We will be truthful, independent and outcomes focussed.  |
| <b>Fair</b>        | We believe in treating people with kindness and compassion in a way that is right, reasonable, and just.   |
| <b>Fearless</b>    | We will do what is right, not what is easy. We will bravely challenge injustice.   |
| <b>Inclusive</b>   | Our beneficiaries' voices will influence our thinking and decision making at all levels of our organisation. Collaborative in our thinking, we will work with others to achieve our goals. |
| <b>Positive</b>    | We will be constructive and progressive in our challenge. We will optimistically and dynamically drive for change.   |

In addition to our values, you will also need to be able to demonstrate or tell us about the following areas at your interview:

| <b>Requirements</b>   | <b>Essential / Desirable</b> |
|---|------------------------------|
| <b>Experience you will have</b>   |                              |
| Experience of managing employee relations, including recruitment, sickness absence, change and performance management, and conflict resolution. Proactively supports managers and teams at all levels | <b>E</b>                     |
| Experience of using feedback and data to evaluate processes and identify areas for improvement  | <b>E</b>                     |
| Experience in the development and implementation of employment policies and procedures  | <b>E</b>                     |
| Experience in developing and delivering learning content  | <b>E</b>                     |
| Experience of working with HR Information Systems (HRIS)  | <b>E</b>                     |
|   |                              |
| <b>Skills you will have</b>   |                              |
| Adaptable communicator through relationship-building and advisory skills  | <b>E</b>                     |
| Ability to solve problems sensitively and find solutions  | <b>E</b>                     |
| Ability to work flexibly and creatively in a remote / digital HR environment and to prioritise work to meet deadlines   | <b>E</b>                     |
| Good presentation and facilitation skills   | <b>E</b>                     |
| Proficiency in collecting and presenting data   | <b>E</b>                     |
| Ability to use Microsoft 365 and experience of using MS Excel at an intermediate or advanced level  | <b>E</b>                     |
|   |                              |
| <b>Personal attributes you will need</b>  |                              |
| Purpose driven with an commitment to our mission and values   | <b>E</b>                     |

|  |   |
|--|---|
| Commitment to working within the principles of equity, diversity, and inclusion  | E |
| Supportive team player with a proactive approach who enjoys seeking opportunities to personally develop and continuously improve processes | E |
| <b>Knowledge you will have gained</b>  |   |
| Broad knowledge of HR best practice and workplace trends supported by a working knowledge of employment law                                | E |
| Good knowledge of GDPR and how to apply it in a remote organisational structure  | E |
| <b>Qualifications you will have gained</b>   |   |
| CIPD qualified (or working towards a CIPD qualification)   | D |

## How to apply

We hope that having read this far; you still want to apply!

Please ensure that your CV and supporting statement **do not include** your name – use initials only. This will ensure that we avoid unconscious bias in our shortlisting process. To apply, please provide the following documents:

- An up-to-date CV
- A completed [diversity monitoring form](#)
- A supporting statement of no more than three pages, addressing:
  - The essential requirements of the person specification

If you want support applying, please contact us at [enquiries@accesscharity.org.uk](mailto:enquiries@accesscharity.org.uk)

### Timeline for the recruitment process

**Closing date:** 23.59pm on Tuesday 14<sup>th</sup> May 2024

**Interview and assessments on** Thursday 23<sup>rd</sup> May 2024 and Friday 24<sup>th</sup> May 2024

**Please ensure you keep these dates free.**

At Access Social care, we aren't interested in tokenism. We know that if we are to make the biggest difference for the people that need us the most, we need to get Equality, Diversity and Inclusion and anti-racism right. Part of this is recruiting greater diversity in all our teams.

With this in mind, we particularly welcome applications from candidates with experience of the communities we serve, including people with direct experience of the social care system, and from marginalised groups, particularly Black, Asian and minority ethnic groups, older and disabled people, and trans and non-binary people.