

Role Title: People Advisor (Shared Services)

Department: People team

Job Family: Professional service

Job Level: 5

About the role:

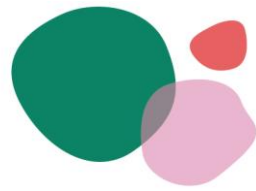
Working as part of the People Shared Services team, managing own case load of cases such as disciplinaries, grievances, absence management, flexible working, performance improvement plans, absent without leave and long-term sick.

To ensure that employee relations issues are dealt with in a timely manner and in line with the SLA's, Society's policies, employment legislation and best practice.

Working as a team to respond to queries into the hr.advice@midcounties.coop inbox and service now requests.

What you'll be doing:

- Provide advice on employee relations cases including but not limited to disciplinaries, grievances, absence management, flexible working, performance management, long term sick, family leave including maternity and absent without leave processes, owning the management of the process of cases and escalating complex or high-risk cases to the People Partner.
- Reduce administration of case work and continue to work with the business to support them to self-serve using the tools, templates, and framework to self-serve.
- Work closely with the People Partners on cases to gain coaching, advice, and support for successful outcomes. Use people partners for escalation for delayed cases or where managers are wanting to do something outside of process.
- Answer the HR advice line queries, escalating the high risk or complex cases to the People Partners.
- Ensure all case work is effectively managed without any delays in line with SLA's.
- Respond to telephone and email queries in an efficient and timely manner, providing an excellent level of customer service.
- Produce management information and colleague data reports as requested.



- Provide administration support for large projects such as printing paperwork and preparing packs, collating paperwork, and owning the monitoring spreadsheet.
- Maintain colleague records by accurately updating IFS to ensure electronic employee records are kept up to date; scanning and e filing documents in a timely manner, shredding paperwork when it is no longer required.
- Provide support with employee relations policy and process improvement to support a frictionless service, completing root cause analysis and getting the basics right, driving consistency of service; support with reviewing and updating policies, procedures, and tools.
- Ensure that all colleague data is processed and dealt with in a confidential and sensitive manner and in line with the General Data Protection Regulation 20.
- The role will be office based however a small amount of travel may be required but this will be by exception and with prior authorisation from the People Shared Services Manager.
- Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society.

About You:

- Previous experience of providing advice on employee relations matters
- Able to manage a high-volume case load within defined service level agreements
- Basic understanding of HR processes and procedures, relating to employee relations
- Basic understanding of employment legislation
- Ability to work on own initiative, but with the confidence to ask for assistance when required
- Strong customer focus with continuous improvement mindset to continuously improve the customer experience
- Ability to effectively communicate – both verbally and in writing;
- Works well in a team, and provide support to others when required
- Ability to process information accurately and logically with excellent attention to detail
- Excellent IT skills with working knowledge of Microsoft packages, and HR Information Systems
- Ideally studying towards or qualified to CIPD level 5 or above, or has the equivalent work experience

Scope:

- Reports to: People Shared Service Manager
- Budgetary Control: N/A.
- Key internal contacts are all internal departments and trading groups.

Key external contacts are the Society suppliers