



Role Profile

May 2021

Job Title:	Senior HR Adviser (0.8 FTE)
Reports into:	Head of Finance
Direct Reports:	HR Adviser (0.6 FTE)
Department/ Location:	Stockwell
Disclosure Level:	None
Role Purpose:	<p>Reporting directly to the Head of Finance, the Senior HR Adviser will oversee the delivery of the HR service to ensure it is aligned to business requirements by creating impact, meeting quality standards, and providing HR advisory support to management and the wider SW9 Community Housing team.</p> <p>This position is responsible for managing employee relation issues, providing creative problem-solving, and managing special projects. The Senior HR Adviser will support and manage HR initiatives such as workforce planning, capability building, talent, staff engagement and change management.</p>

Key accountabilities

Responsible for providing a first class, business focused, strategic and operational HR service. Providing proactive advice, support and coaching to SLT and operational managers and SW9 CH internal customers, including employment law matters and organisational issues incorporating the implications of proposals.

Employee Relations

- Extensive knowledge and expertise in HR & Employment law.
- Support, guide, and coach operational managers on a range of employee related matters including disciplinary and grievance, performance management, probationary reviews, organisational change, sickness and absence, and attend formal meetings as note taker.
- Ensure staffing matters are handled promptly, fairly, and consistently in line with SW9 CH's policies and procedures.

Policies and Procedures

- Lead the proactive development of all appropriate employee related policies, working collaboratively with the HR Adviser and drive continuous improvement of HR processes and services, ensuring these are in line with current legislation.

Recruitment

- Manage the recruitment and selection process, from start to finish, in line with SW9 policies and procedures with support from the HR Adviser.
- Produce quarterly recruitment reports for the HR & Remuneration Committee meetings.
- Oversee effective retention initiatives across the organisation.

Management and personal development

- Coach, manage, and develop the HR Adviser by effectively undertaking one-to-one meetings, performance appraisals, personal development plans, sickness absence reviews and other management activities as required, on a timely basis.

- Ensure that training and development needs are identified within the team, to assist in the provision and arrangement of training and monitor its effectiveness.
- Manage own continuous professional development utilising available learning resources and opportunities and own personal networks.

General

- Manage and support a range of strategic HR projects as determined by the Head of Finance and SLT in support of SW9 CH's corporate objectives.
- Build relationships and liaise closely with SLT and managers to ensure HR delivers a collaborative service.
- Embed an effective learning & development strategy in line with SW9 CH corporate objectives, including training sessions and workshops to provide updates and raise awareness of HR policies and procedures to support staff and managers.
- Provide full back up support to the HR Adviser during holiday or other periods of absence.
- Perform duties as may be reasonably required by the Head of Finance and members of the Senior Leadership Team.
- Inspire and be a role model, consistently demonstrating the SW9 CH culture and values.
- Attend evening meetings and other community events as required.

Standard Responsibilities

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- GDPR, confidentiality, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

Above are the main tasks and responsibilities, however, this list is not exhaustive and may be varied. The post holder may be expected to undertake other duties of a similar nature and at this level elsewhere within in the service.

Contacts - External/Internal

- SW9 SLT
- Operational Managers and staff within SW9 CH and Network Homes
- Board and Committee members
- Contractors
- Other external agencies relevant to the role

Person Specification

Education

- A good standard of education commensurate to the role.
- CIPD/HR Management qualification or evidence of relevant experience commensurate to the role.
- Evidence of continuous, challenging, and relevant professional development.

Knowledge and skills

- Excellent knowledge of current employment legislation and ability to translate this into workplace practices.
- Clear understanding of HR services and its contribution to SW9 CH.
- Proven ability to diagnose HR issues and to recommend and deliver appropriate strategies and innovative solutions.
- Intermediate IT and computer skills with the ability to work effectively with Microsoft Office applications such as Outlook, Excel, PowerPoint, and Word.
- Excellent customer focus with strong interpersonal skills, and a genuine desire to achieve excellence in all areas of responsibility.
- Ability to work effectively as a member of a small team.
- Demonstrate a high standard of written and verbal communication skills that is appropriate for the audience, including report writing for HR & Remuneration Committee meetings.
- Ability to analyse and interrogate data to provide meaningful insights and analysis.
- Strong relationship building, stakeholder management, and influencing skills to liaise with a wide range of people, both internal and external to SW9 CH.
- Ability to use initiative while working within guidelines.
- Proven ability to work autonomously with minimal supervision.
- Excellent organisational and time management skills and the ability to prioritise multiple tasks, plan own workload and show flexibility to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner.
- Excellent attention to detail.

Experience

- Demonstrable hands-on senior HR advisory experience, in a similar role, providing staff with advice and supporting managers in all aspects of HR.
- Experience of managing a team.
- Experience of using computerised HR systems. Experience of Cascade HR is highly desirable.
- Experience of working in social housing is desirable.
- Experience in dealing with staff at all levels.

Competencies

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours: -

Hungry - I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable - I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect - I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self-aware: I put myself in others' shoes and understand how my actions impact on others

Together - I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference