



# Role Profile

## May 2017

<b>Job Title:</b>	<b>HR Adviser (0.6 FTE)</b>
<b>Reports into:</b>	Corporate Services Manager
<b>Direct Reports:</b>	None
<b>Department/ Location:</b>	Stockwell
<b>Disclosure Level:</b>	None
<b>Role Purpose:</b>	Provide HR advice, administration, and system support to management and the wider SW9 Community Housing team.

### Key accountabilities

- Provide day-to-day system administration for the SW9 CH's HR system.
- First point of contact for all routine enquires on HR policy and practice and day-to-day administration of staff benefits.
- Ensure that all payroll instructions are prepared and updated on HR system in time for the monthly payroll run and submitted to the Finance Business Partner.
- Manage and maintain paper and electronic contracts, personnel files and other employee information.
- Provide confidential advice and coach operational and senior management on employee relations issues and attend formal meetings when required.
- Administer HR-related documentation to support the full employee life-cycle e.g. new starters and leavers, sickness absence, recruitment, reference requests, parental leave etc.
- Monitor employee absence and probation periods in accordance with current policy in a timely manner.
- Coordinate and administer annual HR activities i.e. appraisals review, staff surveys and salary reviews.
- Support the full recruitment administration service.
- Provide advice, tools and guidance to colleagues, managers and all end users to allow them to use the HR system including the self-service function effectively.
- Provide line managers, senior management and external customers with key HR performance data including workforce, turnover, sickness, recruitment and equal opportunities monitoring reports.
- Assist in data integrity audits and data cleansing exercises to confirm accuracy and veracity of information held on electronic and paper-based HR systems, including the maintenance of post obsolete dates and temporary employee end dates.
- Review and update HR policies and procedures when required and ensure compliance with employment law and researching best practice.
- Coordinate and administer SW9 CH training and development programmes, liaising with external training bodies as required.
- Identify and respond to potential risks in relevant areas of responsibility and collaborate with the Head of Finance to mitigate their impact on the organisation. Continuously seek improvements to systems and processes.
- Management of HR mailboxes.
- Inspire and be a role model, consistently demonstrating the SW9 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
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

**The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.**

**Contacts - External/Internal**

- Colleagues across SW9 Community Housing and Network Homes.
- Contractors and suppliers

## **Person Specification**

### **Education**

- A good standard of education commensurate to the role.
- CIPD or equivalent qualification is essential.

### **Knowledge and skills**

- Clear understanding of HR services and its contribution to the organisation.
- Possesses HR administration and advisory skills to work flexibly and collaboratively.
- Sound knowledge of current employment legislation and ability to translate this into workplace practices.
- Excellent attention to detail.
- Intermediate IT and computer skills including Word, Outlook and Excel.
- Ability to work as a part of the team and to work without supervision.
- Excellent organisation skills with the ability to prioritise workload to meet deadlines and adhere to month-end timetable.
- Clear and accurate written and verbal communication that is appropriate for the audience and to write HR reports.
- Strong relationship building and stakeholder management skills to liaise with a wide range of people, both internal and external to the organisation.
- Ensures that all work is undertaken in compliance with the Data Protection Acts (DPA).
- Analytical, with the ability to quickly solve problems through practical and innovative means.
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility.
- Ability to respond to queries promptly.

### **Experience**

- Minimum of two year's operational HR experience, providing staff with advice and supporting managers in all aspects of HR.
- A proven track record in coordinating the full employee life-cycle.
- Range of experience in the use of computerised HR systems. Experience of CascadeHR is highly desirable.
- Experience in administering payroll and staff benefits.
- Experience of working in social housing desirable.
- Experience in dealing with staff on 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 have a can-do attitude and am focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out of 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

**Respectful** – I treat everyone with respect and understanding

- 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 SW9 CH 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