|  |  |
| --- | --- |
| phs GroupRole Description HR Advisor | |
| **Job title: HR Advisor** | |
| **Work Location: TBC With travel around UK** | |
| **Division/Department: Human Resources** | |
| **Reports to: Head of HR** | |
| **◼ Full-time**  **🞏 Part-time** | **40 hours per week** |
| **Purpose**  To provide accurate, robust, practical, and timely advice and support to colleagues and line managers on a range of human resource issues including, but not limited to, individual or group employee relations issues, effective two-way communication, discipline and grievance, performance and attendance and change management, ensuring that the service provided is of a high quality, consistent, and in line with phs’s values and the relevant legislation and regulations.  To drive the People strategy mainly focused on Hygiene Operations, driving performance within a geographical area through our people. To engage our depot teams and implement HR strategy, underpinned by phs values.  Support and encourage managers to do the right thing and highlight or escalate when this is not happening. | |
| **Key Responsibilities:** |  |
| The role is responsible for operations centres (depots) in The Midlands, Northern England, Scotland, and Northern Ireland with the expectation to make regular visits to sites, which may be required more frequently from time to time. |  |
| Absence management   * Encourage and support effective communication and early intervention to prevent issues * Ensure the absence process is being followed by managers * Support Managers with long term absence, ensuring colleague wellbeing and company requirements are addressed * Provide additional support to areas where there are high levels of absence * Provide additional support to new or inexperienced managers |  |
| Performance Management   * Champion and encourage effective communication regarding all aspects of performance * Ensure the company’s probationary and performance review processes are followed, with the appropriate action taken when necessary * Encourage managers to recognise and celebrate good performance * Support managers addressing poor performance early, so it does not become embedded in the business * Ensure managers adopt a consistent and fair approach around performance management * Support performance reviews personally, where appropriate |  |
| Disciplinary and Grievance Support   * Provide expert support and guidance to both managers and colleagues where the company’s disciplinary or grievance policies are invoked. * Ensure the policies are followed correctly and that all individuals receive a fair hearing * Ensure that a fair process is followed. * Escalate cases which place either the company, or colleagues, at risk |  |
| Leavers   * Ensure managers make colleagues leavers in the system promptly and accurately * Carry out exit interviews and capture data in a consistent and easy to read format * Analyse data and escalate major issues to the Head of HR |  |
| New Colleagues   * Support the Resourcing team and bringing in quality people to the business. * Ongoing understanding of headcount requirements for Hygiene Operations ensuring resourcing activities are efficient. * Ensure that new colleagues are effectively onboarded by the Operations Teams. * Support onboarding for senior hires within operations and ensure colleagues are supported through their first six months in the Company. |  |
| Data analysis   * Analyse weekly and monthly reports and complete ongoing People management and performance reporting via Periodic Reviews. * Ensure high levels of engagement are maintained, supporting the annual engagement process and working in collaboration with depot teams to execute agreed action plans * Report any reporting issues to HR service manager. * Cascade appropriate data to people managers and show them how to use it effectively. * Identify positive trends and areas of concern, review with managers and the Head of HR and propose solutions to issues * Challenge and support people managers by the effective use of data * Ensure there is only “one source of the truth” with regard to data |  |
| Business Support   * Ad-Hoc Projects to support the development of HR practices and processes as part of delivery HR Strategy * Build effective relationships with key managers and stakeholders. * Support and challenge change management proposals and activity * Champion and encourage effective two-way communication * Ensure requests for information or support are dealt with promptly and professionally * Attend meetings with Stakeholders and wider HR team * Report back meeting findings as appropriate |  |

|  |
| --- |
| **Skills and Experience** |
| * CIPD qualified or equivalent * Experience of working in the HR team of a busy multi-site sales/service organisation * Good understanding of UK employment law * Knowledge and experience of TUPE transfers * The ability to identify and deliver commercially focused HR solutions that underpin high colleague engagement and business performance. * Able to proactively support performance and change management initiatives and issues. |
| **Personal Characteristics** |
| * Willing to travel and spend significant time on the road. * This is a hands-on role in a hands-on business. Candidates must be “good operators” who can think commercially and operationally. * First class influencing, communication and presentation skills at all levels. * Strong team player * Does the right thing not the easy thing * Works hard to deliver results * Maintains and develops their own expertise, and the skills and knowledge of others * Works to continually improve the performance of phs through driving colleague engagement and performance * Takes responsibility * Strong attention to detail |