

Job Description

Job title	HR Adviser
Grade	10
Manager	Head of People and Organisational Development
Location	Head Office and Services as required

Main Purpose and Scope:

The Human Resources (HR) Adviser will support the delivery of both the People Strategy and Tricuro's Business and Income Strategies, as well as supporting the day-to-day liaison and support for services. The post holder will be working directly with the Head of People and Organisational Development, the HR team and our services to deliver those related objectives.

A prime purpose is to provide advice and support to managers to ensure they can follow Human Resource and business strategy, policy and procedures and adhere to employment law and business support procedures set by the company.

You will provide support to a small number of local services and be part of a wider HR team that supports our company in this field and its related projects.

A key element will be to work with the Head of People and Organisational Development to ensure business contracts and agreements are robustly reviewed and the related delivery of those are met with high quality outcomes. Support will be offered to services and managers to ensure the successful understanding and delivery of these systems across both the HR and business sectors.

A key element will also be to support recruitment campaigns in line with our recruitment and retention policy (within the People Strategy) to maintain and strengthen our services. A wider recruitment approach will be developed to increase our pool of candidates and market our organisation as we aim to remain an employer of choice.

The Head of People and Organisational Development will hold the formal reporting line.

The above will be achieved by:

- Maintaining an excellent understanding of the organisation's priorities, to provide effective and proactive administrative support to the organisation's Directors and Senior Leadership Team.
- Providing high level advice, guidance, and challenge to the HR and Business Support sectors of Tricuro.
- Work with the Head of People and Organisational Development and HR Team to ensure policies and procedures are up to date.
- Act as an advocate for organisational change, providing support to managers seeking to identify and implement service improvements by acting as a sounding board for new ideas and initiatives and providing challenge where necessary.

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- Support the design of recruitment processes with the Head of People and Organisational Development and managers including representing HR on interview panels if required, taking a full part in their planning, layout, content, and decision making, addressing key role requirements at all stages, and advising managers accordingly.
- Advise managers on the applications of employment policies and procedures to comply with best practice and employment law.
- Action case work (including capability, conduct, grievance, and attendance management) as assigned by the Head of People and Organisational Development, ensuring a consistent and compliant approach is delivered.
- Support Tricuro's services – management and employees – with development and implementation of the attendance management policy and related meetings, reports, employee contact and liaison with unions if required.
- Coach, advise, support, and develop managers in people management matters including managing performance management, the grievance process, conduct issues, attendance management and wellbeing issues.
- Maintain an up-to-date awareness of the wider external climate to identify relevant new government policy, demographic, economic and other social issues; and proactively anticipate any implications for the business.

Key Contacts:

- Tricuro's Executive Team and SLT
- Managers and employees from services across Tricuro.
- Candidates for roles within the organisation.
- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the post.

Skills

- Proven experience a similar role at a similar level, delivering key HR and business-related work towards overarching strategies.
- Well-developed interpersonal and communication skills (written, spoken, presentation) with the ability to engage effectively with staff at all levels, unions, management, and colleagues.
- Strong organisational skills, including the ability to prioritise own workload.
- Strong analytical skills including the ability to understand, interpret, explain, and act on information in varying formats.
- The ability to work appropriately with highly confidential information and issues.
- Track record of success delivering tasks on time, within budget and to specification.
- Knowledge and experience of employment law and implementation of training and development plans, policies, and procedures.
- Self-motivated and able to deliver to target with minimal direction.
- Track record of achievement when creating productive professional relationships.
- Business-like approach with considerable empathy with Tricuro's values and goals
- IT literate

Essential

- CIPD qualified
- Experience in providing professional HR expertise, challenge, and influence.
- Leading on projects, from inception, through delivery to measuring success.
- The ability to progress multiple projects, initiatives, and ideas concurrently.
- Comfortable dealing with fast paced, continuous change whilst maintaining attention to detail and delivering work to a high standard.

Desirable

- Business support experience
- Line management experience
- Coaching skills

Knowledge

Essential

- Proven knowledge of a range of HR and organisational design and development areas, including the legal framework and current best practice thinking.
- Experienced in using the Microsoft Office software suite, including Outlook, Word, Excel, Publisher, Teams, and Forms.

Desirable

- Experience working within both the public and private sector
- Experience working within a unionised environment

Behaviours

Empowering – strives to drive changes that will enable people to build confidence and develop and improve their individual performance.

Welcoming – communicates in a way that is friendly and approachable whilst always maintaining appropriate professional boundaries.

Inclusive – actively seeks the involvement of all stakeholders to generate ideas, understand individual opinions and find solutions that give, as far as possible, the best outcomes for all.

Trustworthy – has high personal credibility and is sought out by others to discuss issues, demonstrating respect for different viewpoints, and handling all information with total integrity.

Innovative – always seeks to learn more, extend knowledge, and increase expertise; to bring new ideas and ways of thinking into creative solutions to business challenges and opportunities.

Additional requirements

Ability to travel across the whole of Tricuro's area of operation as required.