

Name:	
Title: People and Culture Advisor	Department: People and Culture (P&C)
Reporting to: People and Culture Operations Manager	Grade: 5
<p>Job Purpose: The People and Culture Advisor is responsible for delivering an effective, efficient and professional HR (P&C) service to managers and employees across the Ascentis group, to maximise the consistent and effective application of P&C strategies, policies and procedures. The People and Culture Advisor maintains knowledge of HR best practice and employment law, providing tailored and appropriate advice. The People and Culture Advisor works with the P&C team to coordinate recruitment and selection, drive employee engagement initiatives, maintain and enhance P&C processes and automations, implement wellbeing and recognition initiatives and develop and implement policies. The People and Culture Advisor also undertakes accurate P&C administration, supports talent management, reward and benefits programmes, and supports with the coordination of learning and development initiatives. The People and Culture Advisor works accurately and efficiently with a high attention to detail and confidentiality.</p> <p>Core Job Responsibilities:</p> <p><u>P&C Advice</u></p> <ol style="list-style-type: none"> 1. Provide professional, balanced and consistent advice on all P&C policies, procedures, terms and conditions and employee relations matters, keeping the P&C Operations Manager informed. Examples of areas that require advice include absence management, capability, disciplinary, grievance, bullying and harassment, performance management, pay progression, benefits, probation, learning and development, flexible working, compassionate leave, family related leave, organisational change/restructuring, changes to terms and conditions and wellbeing. 2. Support formal and informal P&C meetings where required, including preparing agendas and meeting arrangements, advising the relevant managers, taking notes, ensuring that all paperwork is accurate and liaising with trade union representatives. <p><u>P&C Administration and Systems</u></p> <ol style="list-style-type: none"> 1. Undertake P&C administration accurately and efficiently, including drafting emails, letters, contracts and other documentation to support P&C processes 2. Liaise with the external payroll provider to process payroll, including ensuring all changes are tracked in the relevant systems, acting as first point of contact to resolve any payroll or pension queries, submitting the monthly payroll submission and checking payslips. Ensure 100% accuracy is maintained and meet all relevant payroll deadlines. Resolve any issues with the payroll provider and other stakeholders as required. 3. Update, maintain and develop people systems, including the People Portal (our HR management system) and the Applicant Tracking System. Ensure that any changes to employee records are processed accurately, e.g. absences, performance management discussions, return to work interviews, job/pay changes, time off records etc. Troubleshoot system issues and liaise with the relevant stakeholders for resolutions. 4. Undertake data analysis relating to P&C KPI metrics using P&C systems and other tools, to provide insights to the Head of P&C for decision making on the P&C strategy. Including reporting on EDI statistics and tracking the completion of performance management meetings. <p><u>Recruitment, Selection and Onboarding:</u></p> <ol style="list-style-type: none"> 5. Provide guidance and coaching to recruiting managers throughout the recruitment process. This includes reviewing adverts and job postings and assisting with the candidate screening, interviews, and selection procedures. 6. Ensure that all aspects of the recruitment and onboarding process are administered and coordinated effectively, in line with Service Level Agreements (SLAs), to attract the best talent. 7. Develop, maintain and follow recruitment and selection policies and guidelines and provide training for recruiting managers to ensure consistency and efficiency in recruitment practices. 8. Monitor key metrics using data related to recruitment and selection, identifying areas for improvement and reporting on Key Performance Indicators (KPIs) to enhance the recruitment process. 	

9. Facilitate a smooth onboarding experience for new starters including pre-employment checks, conducting inductions and ensuring their successful integration into the company and their role.

Policy and Procedure Review

10. Work with P&C colleagues to continually review and develop P&C policies in line with employment law, best practice and the P&C strategy, including undertaking research into best practice, making recommendations and enacting improvements/re-writing policies.
11. Develop and implement procedures to improve efficiency in P&C processes, including identifying opportunities for automation and working with relevant teams to implement digital solutions. Continuously review and refine P&C processes to enhance productivity and reduce manual tasks.
12. Effectively communicate policy and procedure updates to all relevant stakeholders, including developing and delivering training and guidance (or sourcing and implementing external training where required) on P&C policies and procedures.

Employee Engagement

13. Coordinate employee engagement initiatives, as directed by the People and Culture Operations Manager in line with the People and Culture strategy. Including supporting with the design, implementation and analysis of employee engagement surveys, our EQA and SM engagement plans, continuously reviewing and enhancing organisational recognition schemes (such as the One Team Scheme), developing and implementing the approach to employee wellbeing, and working collaboratively with the Executive Assistant on the implementation of innovative internal communication strategies.

Talent Management and Reward

14. Coordinate learning and development (L&D) activities including analysing L&D needs, identifying appropriate interventions, undertaking L&D administration and bookings, promoting L&D programmes and evaluating outcomes of L&D interventions.
15. Support with talent management initiatives where appropriate and undertake job evaluations and pay reviews where required.
16. Support with the review and analysis of reward and benefits, to ensure competitiveness and alignment with our P&C strategy.

General

17. Write and present reports when required to the People and Culture Operations Manager and Director of People and Culture.
18. Assist with various strategic P&C initiatives and projects including drafting reports, gathering and sharing information/resources and making recommendations to the Director of P&C.
19. Work with the People and Culture Operations Manager to develop and promote our employer brand, raising awareness of our positive culture, our commitment to developing our people and our charitable aims.
20. Maintain strict confidentiality in all aspects of P&C work as required and work in line with GDPR and P&C policies and procedures, at all times.
21. Provide excellent customer service to all internal and external stakeholders.
22. Provide any other general support to the P&C team including word processing, document formatting, distributing information, and filing.
23. Contribute as required to regulatory compliance and engage with other processes including business continuity, risk management and the internal audit process.
24. Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonable instructed commensurate to this role.

Success Measures

- Positive working relationships are built with managers and employees, as the result of providing sound advice on P&C policies and procedures – this will be measured through feedback from others
- All administration is accurate and carried out with a high level of attention to detail
- The KPIs set out in the P&C strategy are met
- Processes are continually improved and developed to maximise efficiency

This job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Accountability

People and Culture Operations Manager, Director of People and Culture, Deputy Group Chief Executive Officer, Group Chief Executive Officer

Key Contacts

- Line managers
- Staff at all levels in Ascentis
- Payroll
- External visitors, contractors and agencies
- External Quality Assurers and Subject Moderators

Key Attributes (E-Essential, D-Desirable, P-Potential):

1. Qualified to CIPD level 5, or working towards (E)
2. Associate member of the CIPD (D)
3. Qualified to a degree level, ideally in a relevant field such as HR or business management (D)
4. Diligent with a high attention to detail, ensuring accuracy at all times (E)
5. Good understanding of HR best practice, policies and employment law (E)
6. Experience of providing professional HR advice to others across the range of HR policies and procedures (E)
7. Experience of advising on reward and undertaking job evaluation and pay review (D)
8. Experience of coordinating L&D plans (D)
9. High degree of diplomacy, professionalism and confidentiality (E)
10. Committed to providing a high standard of service and support to HR stakeholders (E)
11. Ability to build rapport quickly and influence others (E)
12. Excellent verbal and written communication skills (E)
13. Ability to work both independently and as a team member (E)
14. Able to prioritise to meet deadlines and organise complex activities (E)
15. Positive attitude towards change (E)
16. Comfortable presenting to others in a group setting (E)
17. Digitally fluent and competent in the use of Microsoft Office Products (E)
18. Experience of using a HR system (E)
19. Experience of using Team Tailor ATS (P)
20. Experience of using Cezanne HR System (P)

Agreed:

Post Holder _____ Date _____