

Job Description

Post: Human Resources Adviser

Directorate: Human Resources

Salary Grade: Professional Services 4

Responsible to: HR Manager

Responsible for: HR Administrator(s)

Location: Sutton, Surrey

The post-holder will also be required to work at the ICR's London or Sutton site as required for business purposes. The ICR offers a discretionary hybrid working policy, facilitating a combination of home-working and working on site.

Hours of work: Full time equivalent: 35 per week: 9.30am to 5.30pm Monday to Friday (with one hour unpaid for lunch). Additional hours may occasionally be required to fulfil your role.

Objective

To provide a high quality, proactive and customer-focussed generalist HR advisory and operational service across the employee lifecycle, in line with HR policies and procedures and agreed service levels.

To provide expert pragmatic advice to line managers and staff on the application of ICR policy and procedures and employee relations issues.

To support line managers through employee relations case management and change management programmes – such as restructures, redundancies and TUPE – including attending informal and formal meetings.

To support the HR Manager with more complex employee relations issues.

To work closely with the Recruitment team to ensure seamless progression through the recruitment process.

To carry out project work, and associated tasks to support the work of the department in delivering the HR strategy.

Duties & Responsibilities

Employee relations

- To foster a positive employee relations and organisational culture, ensuring any necessary outcomes are taken to meet the needs of the business.
- To manage own portfolio of employee relations cases and change management programmes (e.g. restructures and TUPE etc.), supporting and coaching line managers through providing clear, expert and pragmatic advice as per best practice, ICR Policy and employment legislation
- To keep the HR Manager informed of progress with own employee relations cases and support them with more complex employee relations cases
- To liaise with occupational health services in relation to occupational health referrals, including consideration of any reasonable adjustments that may be required for existing employees and new starters.
- To establish effective working relationships with managers and Staff Side representatives.
- To carry out exit interviews with staff leaving the ICR, as necessary.

Policy development

- To contribute towards the development, review, implementation and dissemination of HR policies, procedures, guidance documents and templates, ensuring legal compliance and best practice.

Line management

- To manage the performance of the HR Administrator(s) throughout the year via regular 1:1 meetings and the annual appraisal process, ensuring that meaningful objectives are set and reviewed for relevance regularly and that appraisals are carried out promptly.
- To identify the development needs of the HR Administrator(s), defining and regularly reviewing their development plan and working with the HR Manager and Deputy Directors for HR Operations and Learning & Organisational Development to identify appropriate learning and development interventions.
- To provide opportunities for the HR Administrators' career and personal development through coaching and mentoring.

HR information and processes

- To maintain the HR database (Agresso) including all new starters, contract changes and termination details.
- To check and authorise payroll changes completed by HR Administrators and on occasion, complete and submit changes for more complex changes for the approval of the HR Manager.
- To maintain appropriate databases and spreadsheets e.g. Employee Relations casework logs.
- To ensure that managers receive timely notification of contract expiry dates, funding end dates and employees on fixed term contracts whose status will shortly switch to non-time limited (NTL) status.
- To ensure that expectant parents are met in a timely fashion, and receive appropriate advice on family friendly leave and procedures and that managers receive timely notification of their responsibilities under our policies.
- Ensure electronic HR records are updated and maintained in line with Data Protection legislation.
- To ensure that the ICR's obligations in relation to visa and immigration documentation are met.
- To ensure that employees are provided with the appropriate documentation and information to support visa (extension) applications, keeping employees and line managers informed of progress.
- To participate in the continuous development and improvement of HR operations/administration systems and processes.
- To maintain and update standard operating procedures and create new ones where applicable ensuring consistency amongst the HR teams.

Training and organisational development

- To develop managerial capability by delivering training initiatives in collaboration with the HR management team
- Liaise with the training team on any outcomes of employee relations cases, for instance staff at risk of redundancy, or employees, managers with identified training gaps to support wider organisational development objectives.

Other HR duties

- To support the Recruitment team as required to ensure the successful recruitment and onboarding of new starters
- To participate in the HR Operations team meetings and attend other meetings as required.
- To keep up to date with legislative changes and developments in best HR practice.
- To undertake HR projects to progress the work of the department.
- To provide cover for HR Operations colleagues as required.
- To be familiar with the ICR's approach towards risk management including its policies and procedures, which require all staff to play an active part in identifying and managing risk.
- To undertake any other duties, consistent with the nature and grade of the post that may be required to deliver the organisational and HR strategies.

General

- To be familiar with and adhere to any ICR policies that relevant to the role and ensure sensitive personal data is treated with the utmost confidentiality and in line with General Data Protection Regulations (GDPR).
- To work in accordance with the ICR's Values
- To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future needs or development.

Person Specification – HR Adviser

Criteria	Essential / Desirable
Education & Knowledge	
Educated to degree level or equivalent	E
At least part-qualified membership status of the CIPD	E
Good demonstrable working knowledge of current employment law and best HR and employment practices and principles	E
Demonstrable understanding of best practice recruitment selection and assessment methods and approaches	D
Experience	
Demonstrable experience of working in a HR department providing generalist operational HR support and advice to staff and line managers at all levels	E
Experience of managing a high volume and demanding workload and working to tight deadlines, prioritising own workload and delivering accurate and high-quality work often with conflicting demands	E
Experience of using an integrated HR/Payroll databases and reporting packages	E
Experience of managing a range of employee relations case work, providing sound professional and risk-based advice, coaching and supporting line managers and participating in formal and informal meetings in relation to redundancy and TUPE, as well as absence, disciplinary capability and grievance investigations and meetings.	E
Experience of contracts administration, including working with and advising on different terms and conditions of employment	E
Experience of setting up new joiners on an integrated HR/Payroll database	E
Experience of HR policy development	D
Experience of participating in selection interviews	D
Experience of managing Tier 2/Skilled Worker and Tier 5/GAE visa applications and in advising managers and staff and prospective staff on relevant processes	D
Experience gained within the academic sector, not for profit sector or NHS	D
Skills	
Excellent IT skills	E
Ability to produce work to a high-quality standard	E
Excellent attention to detail and accuracy	E
Ability to use initiative and make sound, well-considered decisions and judgements	E
Flexible approach to work and dealing with a range of different stakeholders/demands	E
Excellent team player	E
Excellent customer service skills	E
Good administrative and organisational skills	E
Excellent communication skills, including written communication (e.g. to present clear, well-structured policies, reports, formal ER letters).	E
Excellent interpersonal skills and ability to build effective relationships quickly	E
General	
Ability to maintain confidentiality and deal with sensitive people matters	E
Self-motivated, ability to work independently, resilient in dealing with challenge	E
A commitment to diversity and equal opportunities in employment and service delivery	E
An interest in cancer research	D