

POSITION DESCRIPTION:

HR Advisor

LOCATION: Chandlers Ford,

RESPONSIBLE TO: Employee Relations Business Partner

RESPONSIBLE FOR: N/A

JOB PURPOSE:

The HR Advisor will provide expert guidance and support to managers across the business, enabling them to handle employee relations (ER) matters confidently and effectively. Alongside managing a wide range of ER casework — from routine to complex — the HR Advisor will also play a key role in supporting wider HR initiatives, such as consultations, restructures, and organisational change projects. By equipping managers with the knowledge and skills to self-serve on day-to-day issues, while being a trusted partner during more complex situations, the HR Advisor will help ensure people matters are managed fairly, consistently, and in line with legal and policy requirements, contributing to a culture of proactive, people-focused management.

Main Responsibilities:

Employee Relations Management:

- Manage a range of ER cases, including disciplinary, grievance, absence, performance, and capability issues.
- Support in resolving complex casework, ensuring risks are managed effectively and outcomes are fair, consistent, and compliant.
- Maintain accurate and timely records of casework to ensure transparency and compliance.

Upskilling and Coaching Managers:

- Provide day-to-day advice and guidance to managers on people-related issues, ensuring they feel confident in handling ER cases.
- Deliver training and coaching sessions to upskill managers in key areas such as absence management, conduct, performance, grievance handling, and informal resolution.
- Promote a culture of manager accountability, enabling managers to self-serve while providing support where escalation is required.

Employment Law and Compliance:

- Stay up to date with employment legislation and HR best practice, applying this knowledge when advising managers.
- Ensure all advice and case outcomes are legally compliant and aligned with company policies.
- Support the ERBP and wider HR team in implementing policy updates or changes.

Stakeholder Engagement:

- Build strong working relationships with managers, the ERBP, and the wider HR team to ensure a joined-up approach to people management.
- Act as a trusted point of contact for employees and managers, providing pragmatic, solutions-focused advice.

Data and Analytics:

- Own the input, organisation, and maintenance of the Case tracker to ensure all ER case data is accurately recorded and easily accessible for reporting and analysis.
- Ensure ER records are comprehensive, accurate, and compliant with data protection regulations, maintaining high standards for data integrity and confidentiality.
- Utilise ER data to track trends, identify potential risks, and proactively address recurring issues through targeted initiatives.
- Develop and deliver regular reports on ER metrics to the Head of HR Business Partnering and wider Business Partner team, highlighting case volumes, resolution times, and other key data points to inform HR strategy.
- Use data insights to drive continuous improvement in ER practices, ensuring that ER policies and processes are efficient, fair, and aligned with business goals.

HR Support and Projects

- Contribute to HR initiatives and projects that enhance employee engagement, wellbeing, and manager capability.
- Support in reviewing and developing HR policies and processes to ensure they remain fit for purpose.
- Provide data and insights on ER trends, feeding into continuous improvement initiatives.

Strategic HR Support:

- Provide administrative and coordination support to the Strategic HR Business Partners on key people initiatives, including consultations, restructures, organisational design, and other business change projects.
- Support managers during consultation processes, for example by scheduling and tracking consultation meetings, providing documentation, and assisting with note-taking or follow-up actions.

- Act as a reliable point of contact for managers and employees during periods of change, ensuring communication is clear and processes run smoothly.
- Ensure that HR project administration is accurate, timely, and compliant with internal processes and employment law.

Qualifications / Experience:

- Qualifications: CIPD Level 5 (or working towards) preferred, or equivalent HR experience.
 - Experience: Proven track record of managing ER casework, including complex cases, in a fast-paced environment.
 - Knowledge: Strong understanding of UK employment law and HR best practice.
 - Skills:
 - Excellent interpersonal and communication skills, with the ability to influence and coach managers.
 - Strong organisational skills with the ability to manage multiple cases and priorities.
 - Pragmatic, solutions-focused, and commercially aware approach.
 - Proficiency in HR systems and data analysis to support ER insights and reporting.
 - Other: Willingness to travel nationally
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