



# People Advisor

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

**Want to chat about this role?**

Please contact the recruitment team at [careers@citizensadvice.org.uk](mailto:careers@citizensadvice.org.uk)



## The team

The role you're applying for is in the directorate. Here are 3 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>



## The role

We are looking for an experienced People Advisor with great relationship building skills, who, working as part of a small team of Advisors, will independently give consistent and robust advice to managers on all matters relating to sickness, capability, conduct and grievance and risk, in line with legislation, internal policies and organisational approach, escalating cases when appropriate.

The People Advisor will also be required to contribute to advising on other people related matters such as payroll, recruitment, production of MI information, and may also support other people related project work within the organisation.



## Role profile

<b>Band:</b>	Officer - Upper	
<b>Reporting to:</b>	Employee Relations Manager	
<b>Proficient salary:</b>	£33,820 Full time Salary plus £3,520 London allowance if applicable	
<b>Location:</b>	Flexible within England & Wales	Travel L
<b>Team overview:</b>	The Employee Relations team are responsible for partnering with the ER manager, leaders, business management teams and people business partners, contributing to and influencing the development of the business agenda, strategy and plan, providing challenge and consulting support, with a focus on reducing ER casework and minimising risk. Working together we ensure we have the right resources to deliver our organisation objectives and an inclusive culture for all staff to thrive.	

<b>Role purpose:</b>	To work across the organisation to provide HR advice to line managers. The People Advisor will be responsible for providing detailed advice and coaching to managers on employee relations matters. Additionally they will provide support on other HR related matters such as recruitment, annual leave, payroll queries, and preparation of MI data.	
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>	<b>% of Time</b>
<b>Employee Relations</b>	<p>Build and maintain strong relationships with managers in a designated area of the business.</p> <p>Advise and support managers, within a designated area of the business and across the organisation, enabling them to effectively manage their people by providing advice and support on employee relations issues including sickness, capability, conduct and grievance, and advising on risk, seeking guidance on more complex queries to the Employee Relations Manager as necessary.</p> <p>Work as a team with other People Advisors ensuring consistency and quality of advice across different directorates.</p> <p>Contribute positively to the organisation's on-going partnership with its recognised trade union.</p> <p>Keep abreast of changes to employment legislation and recommend iterations to internal policies and procedures.</p>	<b>65</b>
<b>HR Process</b>	Work with administrative, recruitment and payroll teams to ensure seamless and efficient customer focused service.	<b>20</b>

	<p>Responsible for advising on people processes including but not limited to:</p> <ul style="list-style-type: none"> <li>● Starters and leavers</li> <li>● Contractual changes</li> <li>● Payroll, recruitment, benefits and</li> <li>● Holiday queries.</li> <li>● IR35 Assessments</li> <li>● Job evaluations</li> </ul> <p>Contribute to the production of management information (MI) reports offering insights required by the People team and / or designated business area.</p>	
	<p>To support Business Partners in projects which may include contributing to:</p> <ul style="list-style-type: none"> <li>● Business area-specific projects relating to People matters</li> <li>● Reviewing policies and procedures</li> <li>● HR system updates, streamlining processes</li> <li>● Upskilling sessions for managers on key topics</li> </ul>	<b>10</b>



## Person specification

### Essential Criteria

1. Proven experience of providing advice to line managers on people matters in particular employee relations including sickness, conduct, capability and grievance, advising on risk.
2. Knowledge of employment law, CIPD qualified or equivalent level of experience, combined with a practical understanding of good practice in people management.
3. Sound knowledge of people processes and procedures, throughout the employee lifecycle, including recruitment.

4. Proven experience of establishing and maintaining good working relationships with internal customers, providing excellence in customer service through each interaction and maintaining confidentiality.

5. Excellent time management skills and ability to juggle high volume and competing priorities. Proven ability to exercise initiative and act independently and to focus on the problem that we are trying to solve.

6. Confident verbal, written and presentation skills, including report-writing skills and note taking. Tailors communications to appeal to, and engage different audiences.

7. Practical knowledge of: HR systems; Google Apps including Mail, Sheets, Slides, Docs or similar.

**Desirable criteria:**

1. Experience of analysing and interpreting systems data and producing MI for a senior management audience

**Requirements for role** *(candidates will confirm at interview)*

1. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.

2. A commitment to continuing professional development, and ability to take a learning approach.