

HR Advisor

The HR Advisor will provide generalist advice and guidance to managers and colleagues on a range of issues relating to the Society's terms and conditions of employment and employee relations matters including, disciplinary, grievance, performance management, attendance management and employment law. This role includes a broad range of duties to support the HR Business Partner and the broader HR team to deliver the overall People strategy.

The HR Advisor supports stakeholders by supplying relevant management information to assist in their decision making. This includes providing expert advice and guidance on a wide range of generalist HR issues to support them in delivering their key strategic objectives, ensuring this is done in line with policies, procedures, best practice and employment legislation. Coaching and advising managers to ensure alignment with the overall Society goals, values and behaviours.



West Brom
Building Society

Making a You-Shaped Career

HR Advisor

Key Responsibilities

- Coach and develop managers on all aspects of employee relations matters in line with the Society's policies and procedures, best practice and employment legislation.
- Advise and assist managers with investigations i.e. relating to disciplinary and grievance cases as required.
- Attend disciplinary and grievance hearings to ensure they are managed consistently and in line with Society policy and procedures.
- Advise and assist managers through change programmes including redundancies, consultations and negotiations.
- Provide guidance and support to managers in dealing with flexible working applications.
- Provide support and guidance to managers in relation to the absence management process including attending welfare meetings and arranging Occupational Health referrals.
- Provide support and guidance to managers in relation to the performance management process including probation reviews, career conversations and end of year moderation.
- Attend regular meetings with business stakeholders, including branch visits.
- Oversee the management of maternity/paternity/parental leave with HR Admin to ensure it is completed within relevant timeframes.
- Maintain effective employee relations with the recognised Trade Union.
- Continually reviewing and improving our policy and procedures to ensure that they are in line with employment legislation and Society tone of voice.
- Reviewing and updating E, I & D policies, procedures and communications to ensure inclusivity and compliance in line with the Equality Act 2010.
- Responsible for a range of HR projects, ensuring implementation within set time scales.
- Support the implementation of key Learning and Development projects.
- Management of HR data, which includes absence, performance reviews and meeting the responsibilities of the Society's Risk Framework
- Coach and mentor HR Admin team on generalist HR issues.
- Accurately process colleague life cycle data.
- Keep all relevant records on our HR system (Agresso) up to date.

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Key skills and experience

- Previous experience of working within a HR function.
- A relevant CIPD qualification (ideally level 5)
- Up-to-date knowledge of employment law
- Comprehensive experience of redundancies, consultations, and negotiations.
- Experience of providing complex advice and guidance on a wide range of personnel issues and policies to colleagues, managers, and Executives.
- Personal ownership and responsibility for self-development.
- Effective and confident communication with all levels on a wide range of personnel issues, always ensuring confidentiality.
- Ability to deal with sensitive information with empathy and the utmost confidentiality.
- Build and maintain strong working relationships, at all levels.
- Ability to work under pressure and to strict deadlines, planning and prioritising workload to meet defined objectives and projects.
- Ability to work both individually and as part of a team.
- Ability to multi-task across all aspects of HR.
- Strong people skills, in particular well-developed verbal and written communication skills.
- Fully PC literate, up to date with all core Microsoft applications; Word, Excel, PowerPoint and Outlook.

Values and Leadership Competencies

We take pride in our Values and Leadership Competencies, as they detail the way we should lead and behave towards both customers and colleagues alike. They are central to our behaviours to ensure that the customer is at the heart of everything that we do:

Our Values

- Be Passionate – make a difference
- Care – do the right thing
- Be Real – authentic & transparent
- Do it Today – be resourceful & work efficiently
- Own It – take responsibility
- Better Together – Collaborate

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Leadership Competencies

At the West Brom we support our people to be the best leaders that they can be. By communicating expectations clearly, we can identify development needs, address these and in doing so improve individual, team, and business performance, thereby supporting our Purpose. This will lead to us all achieving our potential and delivering for our customers.

Leading Self

Personal Impact, Accountability, Self, Initiative, Resilience, Integrity, and Development Needs.

Leading People

Motivates Others, Manages Relationships, Is Agile, Makes Decisions, Communicates Effectively, Coaches Others, Delegates & Influences.

Leading Business

Managing Risk, Thinking Strategically and Creatively, Using Analysis to Drive Insights, Maintaining Customer Focus and Advocating Change.