JOB DESCRIPTION

JOB TITLE:	**Senior People & Culture Adviser**
GRADE:	**5**
REPORTING TO:	**Assistant Director of People & Culture**

Role purpose

Provide senior operational People expertise, handling complex and sensitive casework, supporting organisational change and helping ensure managers receive consistent, pragmatic and legally informed advice. Provide professional guidance and quality support to People & Culture Advisers and deputise for the Assistant Director on defined advisory service matters when required.

Key accountabilities

Employee Relations & Casework

- Lead or advise on complex conduct, grievance, capability, attendance, wellbeing and performance cases.
- Assess risk, identify options and provide balanced recommendations that reflect legislation, policy, organisational values and operational context.
- Support investigations, hearings, appeals and resolution activity, producing clear and accurate documentation.
- Escalate matters carrying significant legal, financial, regulatory, reputational or colleague risk.
- Promote early, fair and proportionate resolution wherever appropriate.

Advisory Service Quality

- Provide day-to-day professional guidance, coaching and quality support to People & Culture Advisers.
- Promote consistent interpretation of policy and employment practice across the organisation.
- Review complex advice and correspondence where additional assurance is required.
- Identify recurring themes, service pressures and capability needs and raise these with the Assistant Director.
- Help maintain practical case-management standards, records and controls.

Organisational Change

- Advise on restructures, consultation, redeployment, contractual change and workforce transition activity.
- Support leaders to plan and deliver change fairly, consistently and with appropriate colleague engagement.
- Prepare or quality-assure consultation documentation, people impact information and related correspondence.

Manager Capability and Partnership

- Coach managers and leaders to manage people matters confidently and consistently.
- Build credible relationships across the organisation and work constructively with trade union representatives.
- Deliver briefings and practical development on recurring people-management issues.

Data, Insight & Improvement

- Maintain accurate case records and contribute to reporting on employee relations themes, risks and outcomes.
- Use case insight to recommend policy, process, system or manager-development improvements.
- Contribute to People & Culture projects and flex across the wider team when priorities require.

Organisation-wide responsibilities

- Manage health and safety responsibilities within the scope of the role and in accordance with organisational policy.
- Comply with confidentiality, data protection, information governance and information security requirements.
- Live believe housing values and behaviours, doing the right thing for customers, the business and colleagues.
- Promote equality, diversity, inclusion and belonging in all activities and decisions.
- Use resources responsibly and contribute to financially viable, efficient services and social value.
- Maintain professional knowledge and undertake continuing professional development.
- Undertake other reasonable duties consistent with the broad remit and grade of the role.

PERSON SPECIFICATION

Qualifications

- CIPD Level 5 qualification, or equivalent substantial professional experience.
- Evidence of relevant continuing professional development.

Experience, knowledge and skills

- Substantial generalist People or HR advisory experience, including complex employee relations casework.
- Strong and current knowledge of UK employment law and good employee relations practice.
- Experience supporting investigations, hearings, appeals and organisational change.
- Experience coaching managers and giving clear, risk-based advice.
- Ability to analyse evidence, manage competing priorities and produce high-quality written work.
- Experience working constructively with trade unions or employee representatives is desirable.

Skills and behaviours

- Colleague and customer focused, with a commitment to clear, responsive and inclusive service.
- Collaborative and willing to flex across the People & Culture function to meet changing priorities.
- Uses evidence, professional judgement and constructive challenge to reach practical solutions.
- Plans and prioritises effectively, takes ownership and follows work through to completion.
- Communicates clearly and sensitively, maintaining confidentiality and professional credibility.
- Looks for better ways of working and contributes positively to change and continuous improvement.
- Acts as a visible role model for believe housing values and behaviours.

Role flexibility and deputising

The role has a clear principal area of accountability but will work flexibly across the People & Culture function to support resilience and organisational priorities. Where the postholder deputises, this will be for defined matters within the postholder's competence and delegated authority and will not automatically transfer the full authority of the substantive role.