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| **JOB DESCRIPTION AND PERSON SPECIFICATION****PROFESSIONAL SERVICES STAFF** |
|  **Role Title: Human Resources Adviser****Service: People & Culture** **Pay Band: Band C****Reports to: Deputy Director of People and Culture** |
| **Purpose of Role:**The HR Adviser will work alongside the HR Business Partner and the Senior HR Business Partner in the Employee Relations team. This role will work closely with senior managers, line managers and on a daily basis, providing guidance, support and expertise needed is order to address and resolve all people related matters. This will include academic staff as well as those who work is professional support areas.The role is an HR generalist one, and will be working as part of a small People & Culture team. This results in the requirement to be flexible in the role with the role predominantly focussing on a broad range of employee related matters. |
| **Role Responsibilities:*** To facilitate the delivery of a professional and valued HR service to the University, enabling the delivery of improved business performance efficiencies through the provision of effective people management support.
* To support the HR Business Partner and the Senior HR Business Partner in the delivery of the HR service to our staff.
* To provide advice and guidance to staff and managers on all people related matters ensuring that there is a focus on minimising risk to the university and providing excellent HR support.
* There will be a need to coach line managers in order to achieve resolution to staff related matters in line with university policies and procedures so as not to bring the organisation into disrepute.
* Provide an effective and efficient case management support service that is both legally complaint and in accordance with the university policies, procedures and practices in place.
* To actively take a lead on some areas of case management.
* Provide support to the HR Business Partner and the Senior HR Business Partner in implementing organisational change and re-structuring activities; ensuring that all activities are properly planned and delivered.
* Work across the People & Culture team and understand practices in other related areas, e.g. staff recruitment team in order to respond to and deal with queries relating to staff recruitment.
* To ensure that managers are aware of and using existing policies and procedures effectively to treat employees fairly, consistently and in line with recognised good practice and legislative requirements. Communicate anomalies or difficulties at local level and provide suggestions to improve processes and practice within the People and Culture team. Make recommendations for improvements to policies/procedures in line with changing legislation on best practice.
* Build strong, credible relationships with managers across the organisation and with and conduct regular meetings with them to evaluate progress, identify and agree the challenging issues where further support is required.
* Build strong relationships with the members of the People and Culture team.
* To develop knowledge of data systems, working closely with the Head of Reward and Workforce Information, identifying opportunities to build and enhance management information, key performance indicator (KPI) provision and data analysis to meet business needs, HR improvements and to drive change.
* The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

**Other requirements:*** Demonstrate understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role.
* Work within Ravensbourne’s Code of Conduct and other Rules.
* Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
* Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
* Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work, and show commitment through everyday practice in the role.
* Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
* Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
* Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne’s objectives achieved.
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| **Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**People & Culture team membersPayroll, PensionsLine managers Senior managersExternal occupational health provider, Employee Assistance Programme provider  |

| **Person Specification (Knowledge, Skills and Behaviours)** | **Essential** | **Desirable** |
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| CIPD Level 5 Membership or equivalent professional experience |  |  |
| Recent experience in an employee focused HR generalist role  |  |  |
| Ability to provide HR support and guidance to line managers without close support |  |  |
| Comprehensive knowledge of employment law and equalities related legislation across all HR disciplines and people management best practice. |  |   |
| Experience of working in Higher Education or a similar public sector environment. |    |   |
| Excellent communication skills (both written and spoken), including, influencing, diplomacy and persuasion**.**  |   |   |
| Self-motivated with an ability to manage a diverse workload  |  |   |
| Pro-active, resilient and flexible approach combined with an ability to adapt to change**.** |   |   |
| Sound understanding of current position in the broader environmental context and is receptive to, and open minded about, change, enabling a positive response and ability to implement creative solutions changing circumstances and requirements. |   |   |
| Ability to deliver a high quality service to the standards required and to contribute to its continuous improvement. |  |  |
| Proficient in IT skills and ability to use MS-Office including MS-Work, MS-Excel and Outlook |  |  |
| Working knowledge of HR Systems including Stonefish recruitment and iTrent HR system |  |  |
| Understand and experience of job evaluations  |  |  |