**JOB DESCRIPTION**

**Job Title:** People Advisor

Department: People and Culture

**Accountable to:** People Partner

**Hours:** 35 hours per week

**Contract:** 12 months Fixed Term Contract

**Salary:** £32,868 - £36,519

**Job Level:** 4A

**Location:** Head office, London and Ravenswood

**Hybrid working:** 2 days on site as required (Between London & Ravenswood Village) and home working

***About Norwood***

Founded in 1795, Norwood is the oldest Jewish charity in the UK. We support and empower 7,000 neurodiverse children, their families and people with neurodevelopmental disabilities to live their best lives. Norwood operates in London and the Southeast with a turnover of around £36m per annum and needs to raise £12m each year in voluntary income to provide the services we offer to the Jewish community.

***About the role***

We are seeking an experienced People Advisor to play a critical role in supporting the organisation through complex employee relations matters, change management, organisational restructures, and stakeholder partnership. This is a key role for someone who can offer expert advice, influence leaders, and guide managers through sensitive people-related challenges with confidence, clarity, and professionalism.

**Main Duties and Responsibilities**

* To support the People Partner in providing full support with all matters relating to employee relations in the areas of disciplinary, grievance, change management - restructures, capability, performance management, absence management, and all matters relating to employee terms and conditions.
* To support and advise line managers in matters of employment law specifically in relation to employment contracts and employee relations. To support and advise departmental colleagues in all People and Culture related matters. To ensure confidentiality is appropriately maintained and clear effective communication and attention to detail in all aspects of work.
* To lead on the management of casework, relating to employee relations issues. This includes making recommendations, giving advice and support to managers, liaising with Occupational Health, supporting with disciplinary hearings, grievance procedures and change process consultations. To also support the development and maintenance of a performance management framework. This includes developing managers’ skills in this area, leading on capability-related casework, and advising and guiding managers through the relevant policies.
* To develop and maintain collaborative and productive relationships with managers and colleagues and establish professional credibility.
* To ensure legislation, policy and best practice are reviewed, updated and communicated to the wider organisation.
* To assist in the design and delivery of development workshops in areas of best practice, to

enhance knowledge and skills.

* To ensure full, accurate and up to date records are kept and maintained for all areas of responsibility and that these can readily and easily be retrieved when required. To ensure that all staff files are updated accordingly and within the requirements of the Data Protection Act.
* To meet regularly with the People Partner, bringing all matters of concern to their attention and to seek appropriate advice and guidance as and when required. To advise the People Partner immediately when employee relations matters are causing concern and seek advice in respect of disciplinary or grievance procedures in order to apply consistency and initiatives that promote effective employee engagement, performance, and compliance.

**General**

* To always maintain confidentiality and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
* To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
* To take all reasonable care of the health and safety of her/himself and of other persons who may be affected by her/his acts or omissions.  As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
* To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
* To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
* To maintain standard of dress that is appropriate to role and in accordance with the organisation’s dress policy.
* To work at any other Norwood location, as and when required.
* To undertake any other duties which are consistent with the post.
* This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

**PERSON SPECIFICATION**

**People Advisor**

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| **CRITERIA**  | **ESSENTIAL** | **DESIRABLE** |
| **EXPERIENCE**  | * Proven experience in the field of employee relations including disciplinary, grievances, change management & consultation processes and capability.
* Strong people skills and the ability to quickly build effective working relationships.
* Sound awareness of employment law.
* Strong presentation and facilitation skills.
* Provision of guidance and advice to front line managers.
* Involvement in producing and reviewing HR Policies.
 | * Design & delivery of management training
* Experience of working with Trade Unions.
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| **QUALIFICATIONS**  | * CIPD qualification Level 3 or above
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| **KNOWLEDGE AND SKILLS**  | * Ability to analyse situations quickly and respond appropriately to those seeking advice/guidance.
* Ability to communicate effectively at all levels, internally and externally and build credibility across the organisation.
* Excellent communication and interpersonal skills. Sensitivity and respect for cultural diversity.
* Excellent people skills – including observation, listening and empathy, sensitivity, tact and diplomacy.
* Ability to be customer focused and “can do” attitude
* Good PC skills including Microsoft Office, Outlook, Excel
* Effective team player, ability to work on own initiative/independently and set own agenda in support of designated services
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| **PERSONAL CIRCUMSTANCES AND ATTRIBUTES**  | * Approachable and aware of self and others.
* The ability to plan time effectively and work independently.
* Experience of building and maintaining good relationships with colleagues, and the wider community.
* A high level of commitment and enthusiasm.
* A willingness to ask for advice and support as necessary and to be flexible and open to the ideas of others.
* Ability to challenge and influence.
* Able to undertake daily work efficiently and remain focused on longer term vision.
* Values diversity and is sensitive to the Jewish context in which Norwood operates
* To be able to understand the roles of other professionals and principles of partnership.
* Mobile – able to travel to other sites
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