**ROLE PROFILE**

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| **Role Title:** | People Adviser | **Leadership level:** |  |
| **JRN:** | 20512 | **Job family:** |  |
| **Band:** | 4, 5, 6, 7 | **Location:** | Agile |
| **Allowances:** | As per contract | **Politically restricted:** | No |
| **Department:** | People Services | **Vetting level:** | RV |
| **Reporting to:** | Senior People Partner | **Date published:** | September 2022 |
| **Posts responsible for:** | None |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| Work within the people partnering team, providing an excellent customer service, professional HR advice and ensuring people partnering activity is administered efficiently with data managed accurately and in accordance with the Force’s policies and procedures and relevant legislation. |
| **Key responsibilities of the role:** |
| **1** | Deliver an outstanding customer service to all officers, staff and volunteers who have a people query or challenge by managing all queries from the People Support Helpline and mailbox, offering expert HR advice and seeking a resolution at the earliest point. |
| **2** | Manage people cases efficiently and effectively delivering the most appropriate interventions. Ensure the correct documentation is prepared and submitted in a professional, accurate and efficient manner. This includes creation of case files for the purposes of grievances, performance and resolutions.  |
| **3** | Participate in the planning, organising and administration of People Services meetings including the Health Management Group (HMG). |
| **4** | Support in the timely resolution of Ill health and medical retirements consulting with specialists ensuring information is sought, actioned and submitted accurately and in a timely manner. |
| **5** | Advise and administrate the supportive leave frameworks (e.g., family friendly, maternity and paternity), process resignations and retirements, facilitate the provision of absence monitoring data, maintain personal files, coordinate the approvals for flexible working requests and prepare associated contract paperwork.  |
| **6** | Support People Partners in the facilitation of change and in particular the co-ordination of consultation processes and preparation of relevant paperwork. |
| **7** | Deputise for the Senior People Adviser where appropriate |
| **8** | Support departments in the delivery of their departmental wellbeing and people plan and deliver any action from other people plans as directed by the senior people partner. |
| **9** | Maintain up to date specialist knowledge and understanding and application of relevant legislation, case law and good practice and champion wellbeing, engagement and inclusivity. |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** Heads of Department and their senior management Team. Key departments including Professional Standards, Communication and Engagement**External:** |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months**  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Specialist knowledge of current and emerging employment law and best practice issues and their impact on service provision. | CIPD level 5 qualificationUnderstanding and knowledge of Police RegulationsExperience working within the policing sector.Experience working within the wider public sector | Application/interview/CPD |
| Planning and organising | Ability to prioritise and complete multiple responsibilities and projects simultaneously. |  | Application/interview/CPD |
| Problem solving and initiative | A proven track record of problem solving. |  | Application/interview/CPD |
| Management and teamwork | Ability to build strong working relationships. |  | Application/interview/CPD |
| Communicating and influencing | Excellent interpersonal skills.Ability to communicate complex information clearly and succinctly, both verbally and in writing |  | Application/interview/CPD |
| Other skills and behaviours | Excellent organisational, time management and team working skills |  | Application/interview/CPD |