

JOB DESCRIPTION

Job title:	HR Adviser
Reporting to:	Director
Responsible for:	No staff reports

Main purpose of job:

To provide responsive, accurate and commercially astute HR advice and support to Cluer HR clients on issues such as:

- Contracts of employment and Employee Handbooks
- Absence Management
- Disciplinary
- Performance Management
- Grievances
- Restructures and redundancy
- TUPE
- Whistleblowing
- HR policies and best practice
- Dispute management
- Settlement Agreements
- Negotiating changes to terms and conditions of employment
- GDPR
- HR-related government initiatives, e.g., furlough, apprenticeships

Responsibilities, duties and tasks

- Respond effectively to client HR advice requirements in a timely manner, both over the phone and by email
- Produce case management documentation specific to individual client cases, e.g., invites to disciplinary hearings, written warnings, GP report requests, settlement agreements
- Maintain the client relationship management system and keep it up to date
- Carry out client review meetings and new client health check meetings, both on client premises or using video calling platforms
- Produce and update suites of client support documents, including contracts of employment and employee handbook
- Provide HR support at client premises from time to time, sometimes at short notice
- Support clients to deliver ad-hoc initiatives, e.g., employee engagement surveys, appraisal exercises
- Draft HR policies and procedures in accordance with specific client needs
- Contribute to the review, writing and development of HR operational processes and documentation
- Contribute to the writing and development of efficient and succinct business processes and procedures for use within the Cluer HR Team

- Identify and contribute suitable material for employment law updates, to support the marketing and client relationship strategies of the business
- Take initial enquiries about the services Cluer HR provides
- Represent Cluer HR at networking and promotional events

General duties:

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job, whether that be on-the-job training, in-house training or external training courses
- To undertake health and safety duties commensurate with the post, and as detailed in the Company's Health and Safety Policy
- To act as an ambassador of the Company and promote the company brand; displaying a positive image to customers and members of the public at all times

PERSON SPECIFICATION

Job title:	HR Adviser
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QUALIFICATIONS/TRAINING:

It is **essential** that the post holder has:

- Graduate CIPD membership

It is **desirable** that the post holder has:

- MCIPD membership

KNOWLEDGE/EXPERIENCE:

It is **essential** that the post holder can demonstrate the following.

- Up to date knowledge of employment law, and awareness of forthcoming employment law developments
- Extensive knowledge of current “best practice HR”
- In depth knowledge of HR policies and procedures
- A working knowledge of Microsoft Office applications, Word, Excel, Power Point
- Substantial and current experience of working as an HR Adviser, advising on a broad range of HR issues (including those set out in the “main purpose of the job” section above)
- Experience of drafting HR case management correspondence and documentation
- Experience of writing HR policies and procedures

SKILLS AND ABILITIES:

It is **essential** that the post holder can demonstrate the following.

- Ability to research, analyse and reason logically within tight and conflicting timeframes
- Ability to provide HR advice in a commercial context, taking into account a client’s strategic and operational requirements
- Ability to act with discretion, maintaining confidentiality at all times
- Ability to use initiative to construct accurate and appropriate advice to clients
- Ability to give advice that the client might not necessarily want to hear, without causing a break-down in the client relationship.
- Ability to act diplomatically in all client relationships
- Ability to work alone, but in the interests of the whole team
- Ability to make effective use of relevant computer packages and applications, CRM, Teams, Zoom, MS Office packages, including Word, Excel and PowerPoint

- Excellent verbal communication skills, to communicate with a diverse client group by 'phone and face-to-face
- Excellent written communication skills, to produce succinct and comprehensive correspondence in the form of emails, letters, reports, policy documents etc.
- Effective interpersonal skills to build and maintain effective client relationships across a broad range of industry sectors

OTHER REQUIREMENTS

- Impeccable commitment to customer focus
- A positive 'can-do' attitude
- Flexible approach
- Excellent attention to detail
- Reliable and accountable
- Access to own transport and willingness to drive to client premises