

Role and person profile

Post title:	Interim People Services Adviser (to 31 March 2020)	Location:	Manchester
Division:	People Group	Department:	People Group – People Services
Responsible to:	Interim Senior People Services Adviser	Responsible for:	n/a
Scale:	5	:	
Post no:			

Section 1 – Accountabilities

Main role purpose:

To provide the highest quality HR service through coaching, guiding, supporting and advising line managers and employees on all aspects of the employee lifecycle, ensuring compliance with policies, employment law and regulations with consideration to risk and commercial management.

Key result areas:

Key result areas	Outcomes
Customer (external or internal) Trusted and reliable products and insight that build AQA's reputation and influence	Deliver a professional, right first time and customer focused service that is flexible to the changing needs of the business to support business delivery and the employee and associate experience ensuring a positive experience and high engagement, enabling AQA to be seen as an 'employer of choice'.
	Proactively participate, facilitate, support and advise managers on employee lifecycle and associate matters in order to contribute to the delivery of the People Group strategy for confident people managers and high performing teams.
	Proactively participate, facilitate, support and advise managers on employee relations matters ensuring compliance with employment law and company policy, minimising financial and risk impact on the business.
	Provide professional and proactive support to line managers in the management of sickness absence to managing wellbeing of employees and costs to business to support a quality and performance culture.
	Provide a professional and comprehensive HR advisory service, proactively dealing with internal and external queries using appropriate communication channels, in line with GDPR, confidentiality and ISMS requirements to ensure an excellent customer experience at all times.
	Deliver a solutions focused service that enables People Group colleagues and business managers to make informed decisions to meet the changing needs of

	<p>the business and in line with the Corporate Strategy.</p> <p>Ensure that customers' expectations are managed effectively and that all queries are followed up in a timely and efficient manner, delivering excellent customer experience at all times meeting the People Services SLA's.</p> <p>Demonstrate commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change</p>
<p>Finance Sound financial management and a robust asset base</p>	<p>Enable the production of management information that provides key people metrics which support corporate and divisional people plans to enable decision making.</p> <p>Ensuring accurate information is available in respect of people costs associated with severance/ settlement approaches to inform commercial decisions.</p> <p>Apply AQA's HR policies and other legislative requirements, including HSE, Equal Opportunities and ISMS to ensure AQA is safe and legally compliant</p>
<p>Internal processes</p>	<p>Support the development and implementation of employee and Associate policies and procedures are effective, compliant with legislation and reflect current best practice and business principles which enables managers to operate effectively in a quality and performance culture.</p> <p>Produce and monitor the quality of confidential correspondence as requested, using standardised documentation through the HR shared drive or HR system, ensuring minimal errors and risk to AQA, supporting the business in decision making and strategic planning.</p> <p>Maintain accurate hard copy and computerised employee records and workflows, making full use of systems available and produce management information/reports, as required to support the business in decision making and strategic planning, along with requirements for audits.</p> <p>Collate, produce and evaluate information and undertake research tasks on topics identified from time to time, enabling continuous improvement of the People Services function and support the delivery of the People Group plan.</p> <p>Keep various electronic files, reports, and documentation accurate, up-to-date and password protected, in order to ensure that files are accessible, enabling the team to work more efficiently and to ensure that any risks to data protection are minimised and managed effectively.</p> <p>Review and improve the administration systems and procedures operating within the team, to maximise the efficiency and performance of the team, ensuring continuous improvement to deliver the People Group plan and ensure a positive experience for managers and employees.</p> <p>Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS</p>
<p>People and culture</p>	<p>With the People Services Policy and Admin Manager design and deliver workshops to educate and coach managers in order for the success of self service and increased people management skills in line with the business strategy to have a quality and performance culture.</p> <p>Actively build positive relationships across the business, with managers, staff and</p>

	union representatives and be an ambassador for the People Services Team when talking to the business about the function to support the delivery of the People Group / People services plan, building the People Services brand and reputation.
	Participate in professional development, role-modelling continuous learning and knowledge sharing within own areas and across the organisation to ensure continuous improvement and current thinking is utilised.
	Display leadership behaviours with confidence and provide clarity, challenge, feedback, coaching and development, in order to assist other areas of the business to achieve their own goals in line with business objectives.
	Support the People Services Manager in enhancing the employee/associate contractual lifecycle through the provision of forward thinking people policies/processes, including wellbeing and recognition initiatives which enables AQA to be an 'employer of choice'.

Complexity/decision making:

Provide an advisory service that ensures costs are minimised and controlled and a healthy employee relations climate is maintained, deciding on best course of action taking into account risk and cost to the business in conjunction with people and business leadership teams.

Section 2 – Key relationships

Key internal relationships:

- Business People Managers – need to coach and influence, promote and support on employee life cycle matters for self-service and service to succeed
- Strategic HR Business Partners – liaise with and inform of ongoing services being provided, any changes and support required to the People Services team
- Employee and Trade Union representatives – consultation on changes to policies
- People Leadership Team
- Organisational Development Consultants
- Pay and Pensions Manager(s)
- Resourcing Team
- Associates
- Consultative body leads

Key external relationships:

- External service providers, eg Occupational Health, employee benefit providers
- AQA's solicitors/or other legal advisers

Section 3 – Person profile

Knowledge	Assessment
An in-depth and working knowledge of HR operational practices	A/I/P

Sound knowledge of employment law, policies, procedures and processes, including implementation with consideration to risk and commercial management	A/I
Knowledge of employee reward and benefit schemes	A/I
Qualification	
Minimum Level 5 CIPD or equivalent	A
GCSE Maths and English - Grade C or above	A
Skills	
Strong proven interpersonal skills, adaptable to a range of circumstances with an approach to achieving consistently high standards of work and seeing things through to conclusion	I/P
Clear written and verbal communication skills	A/I/P
The ability to question and probe the detail of enquiries in order to provide appropriate advice and guidance, making decisions within the constraints of time and available information	I/P
Ability to interpret and apply terms and conditions of service and HR policy and procedures	I/P
Ability to deal with difficult staffing matters in a confident manner	I/P
Ability to influence and negotiate with all levels within the business	I/P
Proficient use of HR systems and Microsoft office applications	A/P
Strong organisational skills, ability to prioritise, plan ahead, multi task and meet deadlines	T/P
Ability to develop effective working relations in the HR team, with other AQA staff and external partners	P
Able to research, manage and interpret data into relevant and usable information for reporting and auditing purposes	P
Experience	
Proven experience of facilitating, advising, guiding and supporting line managers on a range of employee relations issues, at all stages and complexity up to and including dismissals	A/I/P
Proven experience of developing, implementing and managing the application of policies, procedures and processes	A/I
Experience of coaching and training managers on HR matters	A/I
Experience of consulting with representatives and managing union relationships	A/I
Relevant and broad experience of working in a busy HR environment	A/I/P
Demonstrable evidence of providing advice on a range of employee lifecycle matters	A/I
Experience of dealing with conflict and difficult situations in a constructive manner	A/I/P
Behaviours	
CIPD Profession Map	Band 2
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation