

People Services Advisor – 3B

The Role

This role is responsible for providing high quality services on behalf of the People Services team to ensure the smooth coordination and implementation of all people management activities and projects. The role holder will deliver a responsive range of effective, compliant and customer focused people services that contribute to an inclusive culture, enabling colleagues to sustain high levels of performance that enables TCV to achieve its goals and be a great place to work.

Key Responsibilities

- Partner with TCV teams on people matters by building strong relationships, understanding their needs and challenges and providing proactive support to help shape and deliver proactive outcome.
- Providing an exceptional HR advisory and support service to effectively manage employee relations matters that arise relating to discipline, grievance, redundancies, attendance and performance, which requires managing a varied HR caseload to achieve efficient and positive outcomes to issues.
- Effectively support with the planning and delivery of organisational change, leading on the HR aspects in adherence with TCV policy and procedure.
- Developing and maintaining a detailed understanding and acting as guardian of TCV's policies and procedures ensuring they are being followed consistently and to a high standard and offering information to leaders and employees as appropriate, supporting the review and update of all employment policies.
- Assisting with complex cases that require input from the legal advisors and liaising with them to ensure all cases are dealt with promptly and resolved satisfactorily.
- Supporting and developing a suite of management information to keep leaders informed on case work including recruitment, employee relations, absence etc.
- Effectively identifying and managing risk, escalating issues where necessary.
- Provide ongoing coaching and support to leaders to take appropriate and timely actions aspiring to achieve a good practice outcome.
- Contribute to the Reward and Recognition review, supporting with development, implementation and embedding in the organisation as required.
- Contribute to the implementation, embedding and ongoing development of the new HR/Payroll/Finance system to enable effective manager/employee self-serve.
- Support with the Equality, Diversity & Inclusion action plan and implement actions to make TCV an organisation for everyone.
- Support the implementation of key people workstreams and projects.
- Developing and maintaining positive, collaborative working relationships with all TCV employees to achieve and sustain the reputation of the People Services team as a professional support function.
- Enhancing personal capability by undertaking continuous personal development activity and maintain up to date HR knowledge and practice.
- Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.

Person Specification	Core Skills and Knowledge
<ul style="list-style-type: none"> • Previous relevant experience in a similar role providing HR advice, guidance, and support on a range of HR matters such as employee relations, recruitment, etc. • Experience of applying relevant employment law and good practice within a HR environment. • Good standard of general education. • Qualified to CIPD, Certificate in HR Management (Level 5). • The ability to manage a varied workload. • Experience of managing information and using storage systems in a HR function. • Collating and manipulating data to a meaningful format with the ability to identify patterns and trends to help inform decision making. • Good organisational skills including the ability to work on own initiative in a structured way, to prioritise a wide range of activities/competing urgent tasks and using available resources to ensure deadlines are achieved – flexible and adaptable in approach. • Ability to identify and manage HR related risks. • Good attention to detail. • Ability to work proactively and effectively as part of a team to deliver results, supporting others as required. 	<p>The skill level for this role is Intermediate:</p> <ul style="list-style-type: none"> • Communicating Effectively • Building Effective Relationships • Delivering Results • Working effectively as One Team • Valuing Diversity and Integrity • Understanding TCV and the Strategy • Delighting Customers <p>Size and Scope</p> <p>Location: Based in Doncaster/ hybrid working – with some travel to other TCV sites.</p> <p>Report to: People Services Manager</p> <p>As part of the People Services team, this role will support a busy department and be the first point of contact for many general HR queries.</p>
Regulatory Requirements	TCV Values
<ul style="list-style-type: none"> • Adherence to TCV policies and procedures, including GDPR, Health and Safety and Safeguarding. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the organisational Safeguarding Policies and procedures is an essential requirement of all employees as is participation in related mandatory training. • Criminal Record History Self Disclosure and Basic check. • Data Protection in-house online training • IT Security in-house online training • Other statutory and mandatory in-house training modules, as required. 	<ul style="list-style-type: none"> • Make stuff better. • Make a positive environmental impact. • Crack on and muck in. • Make a difference. • Be the best that we can be. <p>A behavioural framework accompanies our Values that allow us to measure how we will demonstrate these through or day-to-day work.</p> <p>The framework forms part of our annual performance and development review (APDR) process.</p>