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| **Job Description** |
| **Job Title:** | People/HR Advisor  |
| **Directorate/Team:** | Chief Executive – People & Cultures Services |
| **Location:**  | 16 Summer Lane or other site/location |
| **Responsible to:** | People Services Centre Manager |
| **Responsible for:** | Supervising People Administrators' work |
| **Key working relationships:**(internal) | People & Culture Services Team – specifically, ER & Policy team, Business Partner Team, Payroll Team Learning & Professional Development teams – senior and line managers and employees |
| **Key working relationships:**(external) | **External organisations linked to Occupational Health and Pre-employment checking services.** |
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| **Purpose of the Post** |
| The People/HR Advisor will be responsible for providing a first-level, solutions-focused HR advice service on employment-related matters across the employee lifecycle. The role will oversee, manage and provide employee relations support for all cases, achieving a seamless and timely service that strengthens the WMCA approach. Working as a member of the People Service Centre, managing and triaging the Centre’s Fresh Service inbox, ensuring allocation and responses are actioned in a fair and timely way. Oversee and supervise the Service Centre People Administrators’ responses to HR queries and the preparation and issuing of documents to ensure legal and policy compliance, accuracy and consistency. |
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| **Accountabilities**  |
| * **People & Culture Services:** Contribute to representing, promoting and delivering an effective and professionally respected service in driving the people and change agendas.
* **HR Advice:** Act as the first point of contact for HR first-level advice across the employee lifecycle.
* **Employee Relations Case Management:** Manage case management support and the recording, tracking and reporting.
* **People Service Centre Requests:** Manage the Fresh Service tickets, achieving fair and appropriate allocation and timely actioning to achieve a customer-focused service.
* **Quality Assurance:** Supervise the Service Centre People Administrators’ responses to HR queries and the preparation of employment contracts and their variations to ensure legal and policy compliance, accuracy and consistency.
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| **Responsibilities** |
| **Strategic** |
| * Contribute to shaping how HR advice supports inclusion, engagement and organisational values.
* Oversee and manage case management support from start to end of all ER cases across the employee life cycle.
* Develop the Fresh Service system to improve the customer-focused service and enhance reporting capabilities.
* Oversee the quality assurance of the preparation of all HR documents to ensure policy and legal compliance, and accuracy and consistency of content.
* Support and upskill managers, to enable them to effectively manage informal issues with staff and provide best practice advice in order to minimise escalation to formal processes.
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| **People**  |
| * Work closely with the ER & Policy team and the People Business Partners in ensuring the effective and timely management of ER cases.
* Liaise with the ER & Policy team on the escalation of ER cases management when second-level advice and support is required.
* Liaise with the Payroll team to ensure the
* Liaise with the Health, Safety & Wellbeing team and the EDI Partner on the management of employee wellbeing, workplace adjustments and issuing of Passports.
* Contribute to the development and upskilling of the People Admin team.
* Contribute to manager capability through coaching and support.
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| **Operational** |
| * Deliver consistent, timely, and legally informed first-level advice to managers across HR relations issues.
* Manage ER case management support, recording, tracking and reporting to ensure a seamless and effective service.
* Manage the Fresh Service tickets, achieving fair and appropriate allocation and timely action to achieve a customer-focused service.
* Manage document preparation and responses, ensuring accuracy, consistency and promoting best practice.
* In conjunction with the People Systems & Data, ensure the accurate and timely completion of the Payroll tracker.
* Develop and review the mapping of HR processes to improve effectiveness, audit compliance and user friendly.
* Overhaul and subsequently maintain the Service Centre SharePoint folder structure so that files and documents are easily saved and retrieved.
* Maintain the ROPA matrix to ensure all personal data is created, recorded, stored and deleted in line with the WMCA-related policies and data protection and GDPR legal requirements.
* Ensure all personal data and casework records are handled in line with data protection policy and legislation.
* Lead on Service Centre projects and contribute to cross-functional People & Culture projects.
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| **Financial** |
| * Promote early intervention and proportionate outcomes to reduce cost and legal exposure.
* Oversee the setting up of suppliers and payment of invoices, ensuring compliance with financial requirements.
* Liaise with the Procurement team when their service is required.
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| **Other**  |
| * Contribute to knowledge sharing, service development and team learning.
* Support inclusion, wellbeing, and continuous improvement across all people delivery.
* Ensure legal compliance and alignment with WMCA’s risk and governance standards.
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| **Person Specification** |

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| Candidates/post holders will be expected to demonstrate the following:  | **Essential / Desirable** | **How Evidenced?** |
| **Experience** | **E** | **D** | **A** | **I** | **T** |
| Experience of working in an HR Service Centre providing advice and transactional services across the employee lifecycle | X |  | X | X |  |
| Proven experience in providing HR advice and support on employee relations issues across the ER casework lifecycle | X |  | X | X | X |
| Experience in developing and improving HR processes to improve effective services and evidence-based audit compliance | X |  | X | X |  |
| Evidence of using coaching skills to develop managers’ competence and confidence in dealing with people management issues  | X |  | X | X |  |
| Experience of supporting organisational change processes |  | X | X | X |  |

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| **Skills / Knowledge** | **E** | **D** | **A** | **I** | **T** |
| Understanding and knowledge of relevant employment legislation | X |  | X | X |  |
| Good understanding of HR processes and ways of working | \* |  | \* | \* |  |
| Excellent time management skills with the ability to plan and organise a varied workload | X |  | X | X |  |
| Ability to use own initiative and make sound decisions based on policy and agreed scope | X |  | X | X |  |
| Excellent communication and interpersonal skills, with a high level of tact and discretion | X |  |  | X |  |
| Excellent attention to detail and accuracy. | X |  | X |  |  |
| **Qualification / Education / Training** | **E** | **D** | **A** | **I** | **T** |
| Educated to at least degree level | X |  | X |  |  |
| CIPD qualified to level 5 at least  | X |  | X |  |  |
| Coaching level 3 or above qualification |  | X | X |  |  |
| Evidence of continued professional development  | X |  | X |  |  |

**Key: A** = Application, **I** =Interview, **T** = Testing/Assessment

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| **Core Expectations** |
| **Health, Safety & Wellbeing** | All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing. |
| **Equality & Diversity** | Promote and champion equality and diversity in all aspects of the role. |
| **Learning & Development** | Participate in and take responsibility of any learning and development required to carry out this role effectively.  |
| **Performance Management** | Actively engage in the performance management process and take responsibility for managing performance outcomes. |
| **GDPR** | Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role. |
| **Adherence to Policies**  | Be aware of and comply with all organisation policies. |
| **Other** | There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis. |

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| **Values** |
| Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution. |
| **Value** | **Competency** | **Behaviour** |
| **Collaborative** | Team Focussed  | Works as part of team, managing and leading. |
| Service Driven | Customer, resident, and partner focussed. |
| **Driven** | Empowered & Accountable | Takes ownership and leads when needed. |
| Performance Focused | Ambitious and going the extra mile. |
| **Inclusive** | ‘One Organisation’ Mindset | Believe in each other’s expertise. |
| Open & Honest | We do what we say we are going to do. |
| **Innovative** | Forward Thinking | Embrace change and open to new possibilities. |
| Problem Solving | Go for clear and simple whenever possible. |

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| **Additional Post Requirements** |
| **Essential** **Car User** | **Politically Restricted Post** | **Disclosure and Barring Service (DBS)** | **Vetting** |
| Yes [ ]  | No [x]  | Yes [ ]  | No [x]  | Basic [ ]  | Standard [ ]  | Enhanced [ ]  | None [x]  | Yes [ ]  | No [x]  |

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| **Job Evaluation Details** |
| **Date Evaluation Agreed** | **Job Family** | **Level/Grade** | **JEP Reference** |
| 5/9/25 |  | SP28-SP32 | JEP637 |