**JOB TITLE:** PEOPLE SERVICES ADVISOR

**LOCATION:** BOLTON  
**REPORTS TO & ACCOUNTABLE TO:** ER BUSINESS PARTNER

**JOB PURPOSE:**

We have an exciting opportunity for someone to join our People Services Advice team to provide a remote, responsive and compliant Employee Relations advisory service, in line with company specific policies and legislation.

Providing Managers across the organisation with full case management and administrative support on ER issues including safeguarding allegations, absence management, probation, AWOL, flexible working, conduct investigations, disciplinaries and change management. This is a varied role which would suit an organised, customer focused HR professional.

**KEY RESPONSIBILITIES:**

* Support line managers remotely with general advice, ensuring all advice complies with legislation and is in line with Company specific policies and processes.
* Provide case management of Employment Relations matters. Including provision of guidance to line managers on how to manage potential ER issues at the informal stage prior to any formal action and necessary follow-on actions.
* Proactively monitor cases, through collaborative working with People Services team members to ensure cases are prioritised and support is provided to Operational Leaders as soon as possible, with escalations communicated to ERBP or HRBPs as necessary.
* Support the People Services Administration team with escalated issues where necessary providing advice and guidance.
* Implementing and administering employee policies and procedures.
* Produce due diligence data as required and within agreed timescales.
* To support the People Services Function and Leaders in continuous improvement initiatives in support of the People Strategy.

**STANDARD RESPONSIBILITIES:**

There are several standard duties and responsibilities that all employees, irrespective of their role and level of seniority within OFG Group are expected to be familiar with and adhere to:

* Leads, manages, and participates in an annual performance review programme.
* Works, always, in accordance with the policies and procedures of the OFG Group and statutory regulations applicable to the Group.
* Observes, always, strict rules of confidentiality appropriate to the post.
* To always comply with the requirements of Health and Safety Regulations to ensure their own wellbeing and that of their colleagues.
* OFG Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
* Undertakes other duties as assigned.

**EXPERIENCE, SKILLS & QUALIFICATIONS:**

* Generalist HR experience within an HR environment.
* Be well organised with the ability to plan, prioritise and manage high volume of case work and queries to meet deadlines
* Be Proficient in Word and Excel. Numerate, accurate and efficient.
* Demonstrate a flexible and proactive mindset.
* Stakeholder management experience.
* Can easily build rapport with third parties and line managers.
* Proven ability to effectively manage a range of situations that may evoke a strong
* emotional reaction.
* Awareness of implications of GDPR and confidentiality of personal information.
* CIPD Qualified to Certificate in personnel practice.

**KEY STAKEHOLDERS:**

* ER and HR Business Partners
* Head of People Services
* People Administration Team members and Manager
* People Services Advisors
* Head Teachers, Assistant Heads and Operational Leaders
* Regional Directors
* Safeguarding Leaders