**JOB TITLE: HR Advisor**

**LOCATION: Bolton**

**REPORTS TO: Head of HRBP & Projects**

**ACCOUNTABLE TO: HR Director**

**JOB PURPOSE:**

The People Advisor plays a leading role within OFG working with colleagues in within the wider People Services function to ensure we deliver an excellent service to staff and managers with a focus on providing excellent customer service.

This role will provide case management support to line managers and employees, working through processes and dealing with enquiries in line with policy.

**KEY RESPONSIBILITIES:**

* Acting as an advisor to stakeholders across the business with a high level of focus on providing an excellent service to your customers.
* Provide case management of Employment Relations matters
* Monitor all long term and short-term absence and long-term sickness related issues
* Support the People Administration team with escalated issues where necessary providing advice and guidance
* Implementing and administering employee policies and procedures
* Providing high performing operational People Service.
* To support the Senior People Manager in continuous improvement initiatives to support the People Strategy and Living knowledge.

**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:**

**ESSENTIAL**

* 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.

Job Holder’ signature

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of the OFG Group

Name: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_