

JOB DESCRIPTION

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| JOB DETAILS |

JOB TITLE: People Advisor – Employee Relations, Culture and Change

HOURS: 37.5 hours per week

REPORTING TO: Head of People

BASE: Central Office (travel to all Athena sites as and when required)

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| JOB SUMMARY |

The People Advisor provides comprehensive and professional HR advice and operational support, providing specialist expertise to manage employee relations casework and support culture and capability improvements across the organisation. This role is critical in fostering a positive, ethical, and high-quality work environment, ensuring the organisation maintains a skilled and engaged workforce, and fully complies with all relevant employment legislation and care sector regulations (e.g., safeguarding, staffing ratios).

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| JOB SPECIFIC RESPONSIBILITIES |

**Employee Relations and Commercial Risk Management**

You will act as the trusted advisor and subject matter expert, ensuring legal compliance and fairness in high-risk employee interactions.

* Case Management: Manage and resolve a caseload involving disciplinary issues, grievances and requests for informal resolutions, appeals and long-term absence and capability matters, including providing expert, pragmatic advice and coaching to managers on procedure, best practice and risk mitigation.
* Management Coaching: Coach and upskill line managers in performance management and difficult conversations, proactively developing leadership capability to reduce future ER exposure.
* Workplace Investigations: Support investigating managers lead sensitive internal investigations into allegations raised, ensuring impartiality, confidentiality and thorough documentation.
* Conflict Resolution: implement effective mediation and resolution techniques to address conflicts between staff, teams or managers, fostering a harmonious work environment, often support others to facilitate this process.

**Organisational Development (OD)**

This involves designing and implementing programs to improve employee capability and the overall culture.

* Performance Improvement: Design and support the implementation of formal performance improvement plans (PIPs) and develop management capability in providing effective feedback and performance coaching.
* Culture and Engagement: Work with leadership to assess employee engagement and morale, designing initiatives and interventions to enhance workplace culture, values alignment, and staff retention.
* Training & Capability: Working with the Head of People and the Learning & Development manager, support the development and delivery of targeted training sessions for managers on critical areas such as fair dismissal, managing difficult conversations, employment law updates, and ER best practices.

**Data Analysis and Reporting**

This involves the diagnostic analysis of People metrics (e.g., ER trends, turnover) to identify root causes and systemic risks, translating these insights into strategic reports and recommendations

* Diagnostic Analysis: Conduct diagnostic analysis of People metrics (e.g., absence rates, turnover, ER case types) to identify underlying causes, commercial costs, and areas of systemic risk.
* Insight Generation: Prepare strategic reports and recommendations for the Head of People, translating data into clear, commercially focused insights that inform business decisions and the work of the People Team
* Performance Systems: Support the effective use and data integrity of HR systems (HRIS) to ensure reliable data is available for planning and reporting.

**Project Collaboration and Support**

You’ll be involved in discrete People Team projects and initiatives directed by the Head of People.

* Project Delivery Support: Collaborate to deliver key strategic People projects, such as policy reviews, system implementations, and change programmes, contributing to agreed outcomes.
* Research and Analysis: Conduct necessary research, analyse data trends, and prepare documentation to inform project scoping and planning, ensuring proposals are pragmatic and commercially viable.
* Process Improvement: Identify opportunities for process simplification and efficiency within the People Team and care homes, developing recommendations to ensure our policies and procedures are clear and accessible.

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| PERSON SPECIFICATION |

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|   | Essential Criteria |
| Qualifications/Education | * CIPD Level 5 qualification in Human Resource Management (or an equivalent, relevant degree/professional qualification combined with relevant experience)
* Desirable: Working towards or fully qualified CIPD Level 7 (Advanced Diploma in HR Management).
* Commitment: Demonstrable commitment to continuous professional development (CPD) in employment law and best practice.
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| Experience | * Proven, hands-on experience managing diverse ER cases from initiation to resolution.
* Practical HR experience demonstrating awareness of working within a highly regulated work environment.
* Experience supporting on the development and delivery of management training and development workshops.
* Practical involvement in supporting Organisational Change initiatives (e.g. restructuring, process improvement projects.
* Experience of using HR data to conduct diagnostics, identify trends, and inform management recommendations.
* Experience of coaching and advising managers on best practice and risk, translating legal complexity into clear, actionable, easy to understand guidance.
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| **Skills/****Knowledge** | * Knowledge of current UK employment law statutes, case law developments and ACAS guidance.
* Good analytical and reporting skills, capable of extracting and interpreting raw data from HRIS systems (e.g. absence, turnover, ER data) and presenting findings in professional, strategic reports.
* Knowledge of informal resolution techniques and how to support managers through workplace investigations.
* Excellent written and verbal communications skills for report writing, policy interpretation and delivering training.
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| Personal Qualities | * Pragmatic and commercially aware, demonstrating sound professional judgment to balance legal risk and business objectives.
* Highly motivated and proactive, with an ability to work collaboratively on projects and contribute ideas.
* Emotional resilience and professionalism necessary to handle sensitive, confidential and sometimes contentious ER casework.
* Ability to travel to other homes where needed.
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**This job description reflects the current main organizational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.**