

JOB TITLE:

People Advisor

Department: People

Division: People

Line Manager: Head of People

Contract Type: FTC, 12 months

FTE 1

Salary: Up to £45,000 per annum

Location:

In line with contracts of employment all roles at Make-A-Wish are Reading based, however we operate a Hybrid working model and employees need to be comfortable travelling to Make-A Wish Reading hub at least twice per month at their own expense.

Direct reports/Immediate relationships:

Core Purpose:

In this role you will be supporting the People Team and line managers in developing organisational culture and progressing the organisation towards the delivery of its strategy and Team objectives (Goal 3 of Make-A-Wish UK strategy).

You will support the Head of People and People Co-Ordinator to ensure we are compliant and up to date with legislation whilst maintaining our People engagement objective. This role will help us create a magical, inspiring and inclusive work environment for the people of Make-A-Wish, enabling and empowering them to do their best for wish children, partners, volunteers and supporters always. You will take ownership of specific activities listed below whilst supporting the whole team for the employee lifecycle.

Key responsibilities include but not limited to:

- Respond to various people queries raised across the business, providing expert advice around our people policies and ensuring our compliance to both employment law and employment best practices.
- Support the Head of People when reviewing and updating job descriptions with managers on an annual basis.
- Advising managers on recruitment and selection strategies whilst managing the process
- Training hiring managers on candidate interview evaluation techniques.
- Assisting with and developing recruitment and volunteer campaigns.
- Coordinating the appointment process for successful applicants.
- Negotiating terms and conditions of employment with employees i.e consultation for various legislative topics.
- Using HR information systems to access, input and compile data where necessary.
- Delivering/identifying training needs with the support of Head of People and People Co-Ordinator.

- Suggesting new solutions to improve day-to-day operations,
- Monitoring, reviewing and updating all HR policies and ensuring these are in line with current legislation ready for sign off by our Head of People.
- Support various capability investigations, including grievance and disciplinary.
- To work with the People Co-Ordinator to monitor and review all absences ensuring they are booked/ended and highlight any cases that need escalating to the Head of People or departmental managers that may have triggered the absence alerts.
- To carry out or support ad hoc people projects as required.
- To support the People Co-Ordinator to manage the People files to ensure we have all required documents in place by conducting 6 monthly audit checks in preparation for external auditors.
- Work closely with the Make-A-Wish UK Finance Team and our third party payroll bureau to ensure an accurate payroll each month.
- Host regular learning sessions on People related matters either in the office or over Teams, such as
 - Line manager training
 - Employment knowledge
 - Well – being
 - Wellbeing initiatives
- Generate Management Information Reports and compile the People dashboard in the absence of Head of People as and when required.
- Support the People Co-Ordinator to maintain internal trackers, data to ensure the team runs smoothly and GDPR and Data protection is always followed.
- To complete other tasks not specific listed in the JD in line with this level of role.

At Make-A-Wish employee, you will also need to:

- Attend organisational meetings, like symposiums and townhalls
- Attend social meetings as specified in the meetings' calendar
- Keep yourself informed about things going on across the organisation by making use of internal communications channel e.g. Teams, Wish Wisdom (employee newsletter)
- Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute them through your role and to regularly propose your own work and development objectives
- Be led by the needs of the Wish Child in all we do and make decisions as close to the child as possible. Wherever possible by the child.
- Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Actively listen to other people, particularly those with views that are different to their own
- Embed the principles of Equality, Diversity and Inclusion within their role
- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives
- Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns
- Be able to work with your colleagues and other members of Make-A-Wish community as One Team united in common vision and mission and support organisational efforts of reaching every child by e.g. answering phones when other teams are busy, supporting activities happening across the organisation etc.
- Willingness to continuously learn and develop to stay up to date with changes in the organisation and outside of it.

PERSONAL PROFILE

To be successful in this role you will need:

Essential

- CIPD Level 3 qualified
- Extensive experience in a people advisory role, including a solid understanding of current employment law, practices and payroll processes to be able to advise all employee levels.
- Ability to deal with confidential and sensitive information
- Demonstrable experience of supporting project work within people function or similar
- Understanding of people engagement in the workplace
- Demonstrable experience of co-ordinating training/events delivery
- Ability to work with people across organisation and on different level:
- Present to the leadership team
- Communicate things in different ways depending on the audience
- Experience of creating resources for training sessions and frameworks
- Experience of, or ability to learn to use relevant digital tools to support delivery of work including: MS365 (in particular Teams, Outlook, Word, PowerPoint and Excel), Salesforce, and any other team specific software.

Desirable

- Hold English and Maths GCSE or equivalent qualifications
- Minimum of 3–5 years' experience of working in a people function with extensive employment and payroll legislation.
- Knowledge of wellbeing in the workplace or willingness to learn quickly
- Experience of working with different systems and platforms
- Good prioritisation and boundary setting skills to be able to organise your own workload in an agile environment
- Ability to building strong work relationship based on trust and mutual goals
- Be kind, ready to listen and provide constructive feedback, and help to bring out the best in people
- Be pro-active
- Basic Knowledge of GDPR and safeguarding in relations to employees