

Job Description: Trainee HR Advisor

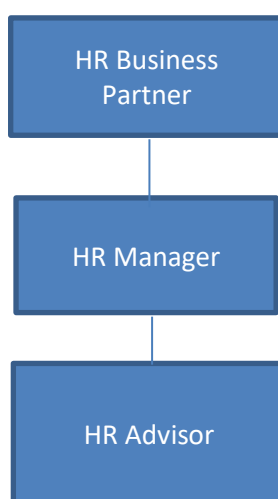


Function:	Human Resources
Job:	
Position:	HR Advisor
Date (in job since):	
Position location:	Royal Stoke University Hospital

1. Purpose of the Job – State concisely the aim of the job.

- Provide efficient and effective HR support to the business, working directly with the People Team and the Operations team.
- Process Right to Work in the UK, monitor absence, and prompt the Operations team when action is required in line with policy and procedures.
- Ensure that the Operations team use the People Centre on matters that should be dealt with via that route
- Support on HR project work as required under the guidance and supervision of the HR Manager
- The post holder is required to provide effective and efficient HR Admin support the HR team and the Business. They will be required to provide basic HR advise to the business.
- Support with ad-hoc projects as directed by the HR Manager.
- Promote the brand development across the business

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- 1st line ER Case Management Support – Support with the management of basis employee relations cases including absence, performance, grievance and disciplinary, under the guidance of the HR Manager
- Gaining basic knowledge of HR policies and procedures in line with the requirements of their role, and gain an understanding of their application in an operational context.
- Working closely with internal customers including HR Hub Shared Centre, Recruitment, and business leaders etc.
- Basic understanding and support of monthly reports

- Gain an awareness of SLA's in line with business requirements
- Develop an insight into best practice and it's application to the business
- Report on the HR team in a positive way.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Prioritize routine administrative functions, such as filing, processing reference requests, process of permanent contract changes and providing letter using standard templates, arranging meeting venues, collation of the huddle and newsletter, providing minutes during meetings, maintaining accurate employee records, returning RoE leaver files to the Trust and archiving Sodexo leaver files, update return to works whilst being compliant with GDPR etc.
- Provide 1st level advice and support on all ER matters under the supervision of the HR Manager to Sodexo and RoE employees on policy and procedure, and signposting where necessary.
- Ensure that the managers and the supervisors are liaising with the People Services on HR matters that should be dealt with via that route.
- Responsible for overseeing compliance with all Right to Work and DBS checks being completed on the RTW app.
- Support the managers with front line queries signposting them to the People Services as appropriate.
- Co-ordinate meetings by arranging rooms, liaising with attendees to check their availability, and sending diary invites out.
- Ensure key stakeholders are compliant with admin responsibilities and providing copies for employee records.
- Escalate areas of non-compliance to the HR Manager.
- Attend to any other duties or reasonable requests made by the HRBP and/or the HR Manager as required.
- To attend central Positive Impact calls to enable continuous knowledge of initiatives and topics.
- To assist the recruitment of site Positive Impact Champions, to meet with them monthly to share information and support them to promote and drive activity with front line colleagues.
- Ensure the correct procedure has been followed in relation to KRONOS sickness absence package and reports are ran accordingly.
- Escalate any breaches of the absence reporting procedure to the relevant service manager or HR Business Partner.
- Ensure that systems are maintained to account for changes i.e. starters and leavers.
- Analyse absence information from KRONOS sickness package, reporting on non-compliance, patterns, trends and escalate where appropriate.
- Provide a range of daily, weekly and monthly reports to enable accurate accounting in line with the Sodexo payroll and trading calendar for each financial period.
- Highlight changes effecting payroll within required deadlines and any escalate notification of any overpayments to HR Business Partner.
- Responsible for the accurate and efficient daily maintenance of the time and attendance system (currently Kronos) across the site, ensuring all reporting is undertaken in a timely manner.
- Review, manage and where possible if managers and supervisors are unable to do so, remove exceptions daily, escalating anomalies and trends for further action in order to reduce future occurrences.
- Assist department managers with their investigations and resolution of payroll queries.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Compliance of local Immunisation rules and trackers, Right to Work and DBS checks.
- Maintain accurate and fully auditable employee files.
- Build strong relationships with key stakeholders.
- Understand business requirements and SLA delivery.
- Gain an understanding of 1st line case management support.
- Exceptional admin service to the HR team and the business by working efficiently and effectively.
- Develop string understanding of employment law and provide 1st line advise and guidance under the HR manager.
- Support the HR Manager in producing monthly Trust reports.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- GCSE's, A-Level or equivalent, and CIPD Level 3
- Good communication skills and the ability to prepare written reports to withstand external scrutiny
- People oriented and results driven
- Excellent interpersonal, negotiation, and conflict resolution skills
- Good working knowledge of HR systems and databases
- Proficient user of Microsoft Office or related software
- Possess a high level of confidentiality
- Good organizational skills and the ability to prioritize own workload and to work to strict deadlines
- Experience of working without direct supervision
- High attention to detail and a high level of accuracy

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided	Innovation and Change
Rigorous management of results	HR Service Delivery
Brand Notoriety	
Commercial Awareness	
Employee Engagement	
Learning & Development	

10. Employee Approval – To be completed by employee

Employee Name

Date