

JOB DESCRIPTION

Job Title:	HR Advisor
Department:	Employment Law and HR Services
Location:	Hybrid: Home / Head Office – Bedford. Occasional travel to our customers.
Responsible to:	HR Manager (Nicola Shea) Consultant Director – Employment Law (Andrew Wilson)
Authorities / Accountabilities:	Keyholder for premises
Working Environment:	Office - open plan office environment.
Job Summary:	<p>Production customer HR documentation.</p> <p>Supporting Customers with HR tasks, as requested.</p> <p>Support customers in the software – Tribe, Training Matrix.</p> <p>Support THSP's HR function with reactive and routine HR matters, documentation, systems and HR Projects.</p>
Key Responsibilities:	<p><u>HR Documentation</u></p> <p>Production of HR paperwork including, but not limited to, drafting policies and procedures, staff handbooks, offer letters, contracts and associated documents.</p> <p>Distribute documentation to customers and be the first point of contact for our customers for updates and amendments as required.</p> <p>Work with the team to regularly review, revise and update policy documents contained within the handbooks provided to our customers.</p> <p>Creation of new policies required by customers.</p> <p><u>Project Work</u></p> <p>Take an active part in HR projects for customers such as pay and reward, appraisals, recruitment and selection, learning and development.</p> <p>Create presentations and reports for customers as required.</p> <p><u>HR Advice</u></p> <p>Provide ad-hoc, non-contentious HR advice within your capabilities.</p> <p><u>Tribe HR Software Administrator</u></p> <p>Demonstrating Tribe HR Software to potential customers.</p> <p>Assisting with the initial setting up of customers on Tribe software including the handover of the account to the customers designated administrator.</p>



Answering existing customer queries relating to their Tribe account.

Liaison with our outsourced service provider to:

- Follow up customer queries
- ensure new developments are captured and communicated

Training Matrix Software

Demonstrating the Company's Training Matrix Software to existing customers taking the Employment law / HR service.

Answering existing customer queries relating to their Training Matrix.

Liaison with Technical Manager and/or Account Executives to follow up customer queries.

MyTHSP – HR and Employment Law

Work alongside the team and IT developing this area of our customer portal to ensure our customers gaining full benefits of the Employment Safe service.

Provide functional HR support to THSP

As required, support the Board, management and colleagues in functional HR, including, but not limited to, HR meetings, record keeping and updates, payroll tasks, contracts and inductions.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications / Experience		
General HR knowledge with knowledge of current best practice, HR processes, contract formats etc.	X	
Educated to Level 5 level or higher in an Employment Law or HR focussed qualification.		X
3 – 5 years' experience at HR Advisor level		X
Professional Memberships		
Membership of CIPD		X
Knowledge & Skills		
Effective communication skills – verbal and written	X	
Proficient skills in Word, Excel and PowerPoint	X	
Personal Attributes / Characteristics		
Forward looking, proactive, self-starter	X	
Constructive contributor to the team	X	
Confidence to work in a customer facing environment	X	
Strong customer service ethos with the ability to quickly build strong relationships	X	
Able to work with minimum supervision	X	
Possess a strong commercial mind-set	X	