

JOB DESCRIPTION & PERSON SPECIFICATION

People and Culture Adviser (formally HR Adviser)

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Head of People and Culture
Direct reports:	None
Team:	People & Culture
Department:	People and Performance

JOB SUMMARY: With the support of the Head of People & Culture, and in line with ISHA's values, you will support the work of the People & Culture team in providing high quality advice and support to line managers, and employees, across the organisation alongside some distinct project work, and payroll management.

PRINCIPAL RESPONSIBILITIES:

1. To develop and maintain collaborative and productive relationships with all staff including senior management, and union representatives, establishing professional credibility.
2. Lead on ensuring all employee data and records is up to date in our People system, Cezanne.
3. Manage the HR side of the payroll process, working closely with the Head of People and Culture to ensure it is processing in a timely and accurate manner.
4. To work collaboratively with recruiting managers to help design JD&PS, job adverts, and assessments for candidates (to ensure we get the best people for the job).
5. To maintain knowledge of developments in Employment Legislation and HR best practice and understand its role in informing how the very best HR practice and processes mitigate risk.
6. Have responsibility for managing ER casework from informal stages and investigations through to hearings by providing advice, support and appropriate challenge to line managers, preparing case documentation, and ensuring procedural timescales are adhered to for all casework including discipline, grievance, performance, and absence, and to ensure a consistent and fair approach to people management, and reflective of ISHA's values.
7. To work closely with the Head of P&C on casework by ensuring that any organisational risks are quickly escalated, as appropriate.
8. Work alongside the P&C Administrator to respond to general HR queries quickly and accurately by monitoring the dedicated email inbox and responding or escalating as appropriate.
9. Coordinate learning and development activities for the organisation, as required.
10. Support the Head of People with updating content for internal training and co-facilitating where appropriate.
11. Effectively lead on distinct projects, including writing proposals and timelines, such as learning and development, or DBS rechecking planning, or other People-related projects as agreed with your line manager.

12. Promote employee satisfaction and engagement, while building trust and credibility, by responding to employee queries in a timely manner.
13. Ensure data integrity, accuracy, and timeliness in line with GDPR, including payroll, other employee data, maintaining appropriate HR documentation and HR reporting.
14. Provide support, coaching and guidance to the P&C Administrator to support their professional development.
15. Participate in Housing Association P&C forums, networks, and meetings, to build, develop, and grow external relationships that will support the success of the People agenda at ISHA.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

16. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
17. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
18. To comply with ISHA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
19. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
20. To lead by example and demonstrate ISHA's values in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – P&C Adviser		Essential	Desirable
Right to work in the UK			
1	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2	CIPD qualified or equivalent work experience.	✓	
3	Good general education with excellent literacy and numeracy skills.	✓	
Experience			
4	Substantial experience in a generalist HR role, including casework management.	✓	
5	Experience of using a People data management system (preferably Cezanne)	✓	
6	Experience of working in the Housing sector.		✓
Knowledge & Skills			
7	Excellent interpersonal and emotional intelligence skills.	✓	
8	Excellent organisation and prioritisation skills with the ability to multi-task.	✓	
9	Highly developed communication skills, including the ability to share complex information with others (individuals and groups).	✓	
10	Demonstrable ability to build relationships, influence and collaborate with colleagues and senior managers effectively, both internally, and with external partners.	✓	
11	A strong working knowledge of current employment law	✓	
12	Is curious, with a strong desire for continuous improvement (for self and others)	✓	
13	Understanding of how to identify learning needs and put these into place (desirable)		✓
14	Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines	✓	
15	Strong, creative, problem-solving skills and able to work well under pressure.	✓	
16	Excellent numerical and analytical skills with the ability to analyse people data and translate into reports and presentations.	✓	
17	A high level of proficiency using Microsoft Office.	✓	
Values			
18.	Commitment and alignment to ISHA's values.	✓	