

| JOB DESCRIPTION | |
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| Job title: | People Advisor |
| Team/Department: | People and Culture |
| Location: | Main place of work as agreed – with hybrid working |
| Hours of work: | As agreed, and in accordance with the contract of employment |
| Job title the post holder will report to: | Director of People and Culture |
| Job titles reporting to the post holder: | None applicable |
| Date the role profile was revised: | October 2023 |

JOB PURPOSE

This role is key to delivering our objectives through our people by partnering with colleagues and managers in a specific business area(s) to support the delivery of our operational and people plans.

The role will develop excellent partnerships with colleagues and managers that are built on trust, confidence and mutual respect, and provide highly credible and knowledgeable operational people (HR) advice.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Deliver credible and expert employment law advice to managers and colleagues.
- Enable managers to improve our performance through people, including managing absence and performance.
- Align people activities with the business plans for each area.
- Contribute towards developing a high-performance culture that is able to attract, retain and motivate a high calibre workforce.
- Ensure that all statutory, company and local people policies and procedures are adhered to including people governance and risk processes.
- Contribute to the development of people services promoting best practice and supporting innovation and quality improvement (QI).
- Ensure that services delivered promote IC24's values and constructively challenge any behaviour outside of company values.

Operational Front Facing

- Support the Director of People & Culture and People Partners to develop the People Partnering Model alongside managers to ensure the model is understood and valued as a key enabler in meeting strategic aims.

- Actively promote the role and contribution of the People and Culture team within IC24, contributing to a constant and perpetual cycle of learning, development, innovation and quality improvement.
- Work with the People Partnering team to undertake policy formulation, development and implementation. Educate regional teams on IC24 policies and procedures to ensure their understanding and responsibilities for compliance as appropriate.
- Provide cover within the team during colleague absence, ensuring there is a seamless service to business users and that time off is planned and accounted for.
- Attend People and Culture and relevant regional meetings.
- Represent IC24 by participating in internal and external networks, meetings, project teams and working parties to support the achievement of objectives as required.

Organisation Development (OD)

- Act as an advocate for change, identifying the need for delivering productivity and efficiency improvements through working practices.
- Support the implementation of OD and workforce improvement initiatives.
- Coach managers in the process of implementing change and supporting those involved in and affected by it.
- Take part in lessons learnt and regularly review and assess established working practices and people management practices to ensure they continue to support efficient operational delivery.
- Assist with the design and delivery of change programmes, overseen by the regional People Partner, to enable effective coordination of people, resource and talent; to ensure that such initiatives are embedded and the benefits realised.
- Facilitate the process of organisational change, ensuring change takes place smoothly through the provision of advice and support to managers, colleagues and employee representatives.
- Ensure that there is well-timed and effective communication with colleagues and the Link 24 colleague forum, developing local implementation frameworks and plans that ensure full compliance with employment law and best practice.

Supporting People Leadership and Management (Business Partnering)

- Ensure effective management of people through the fair, efficient and pragmatic application of best people practice.
- Work alongside People Partners to influence and drive business thinking and promote approaches that support operational business objectives, organisational design and resource plans whilst maintaining IC24 objectives.
- Ensure managers have a good level of understanding of people management practices, and key people policies and procedures and how these are applied in practice. Provide key information to new managers as part of their induction.
- Advise, coach and support leaders and managers in the development of people management skills and competence within their teams in line with IC24's strategic vision, values and behaviours.
- Ensure managers are equipped to manage informal people issues with their team

effectively, providing best practice advice in order to minimise escalation to formal processes, where appropriate and to protect IC24's reputation.

- Work with wider People & Culture team to promote cultural change and workforce transformation.

Employment Relations

- Provide robust and pragmatic employment law advice, working with managers to develop and prioritise a culture of effective employee relations and partnership working.
- Participate in the engagement and consultation for any employee relations issues.
- Provide expert advice, guidance and support in the management of formal and informal employment relations issues, recognising when to challenge to ensure we avoid litigation.
- Manage own caseload to support a range of people issues including disciplinary, grievance, capability, dismissal, appeal and employment tribunal casework, conduct investigations, arrange and/or attend meetings/hearings/panels as required, in partnership with managers.
- Support conflict resolution via methods including mediation.
- Work with other People Advisors and People Partners to ensure consistency of advice given.
- Support on complex employee relations issues alongside People Partners as required.
- Actively 'horizon scan' to identify changes to government policy, planned changes to legislation and employment relations trends, and consider how these will impact IC24. Work with the Director of People & Culture to identify impact as part of our business planning programme.

Learning and Experience

- Support personal and career development and the wellbeing of our people.
- Research 'reasons for leaving' in order to inform retention initiatives and share learning across and between regions.
- Support the analysis of results of surveys, working alongside the Learning and Experience team to set priorities and develop actions to improve the employee experience.
- Engage with our Learning and Experience team to support the creation and delivery of Leadership and Management Development programmes.
- Respond to development needs of managers by developing and facilitating training events to support effective people management.

Recruitment

- Work with People Partners and our Recruitment team to implement recruitment and retention strategies and agreed action plans for difficult to recruit to posts.
- Partner with the Recruitment team and managers to deliver exceptional

recruitment from attraction to offer.

- Support the recruitment journey via our ATS as required, ensuring all documents are obtained and provided to the People Hub team.
- Advise our Recruitment team and/or managers on Right to Work and other immigration checks as required.
- Occasionally participate in interview panels as required.

People Hub and Systems

- Ensure that our people system My Work Place (MWP) is used to its optimum efficiency and that colleagues and managers are aware of their relevant responsibilities.
- Support in the identification and interpretation of workforce information requirements.
- Work in partnership with our People Hub team to produce workforce reports for managers which inform and support the business decisions.
- Understand regional workforce data and work with your region's People Partner to identify priorities and plan future actions through regular review of workforce metrics.
- Adopt a 'one team' approach during peak periods, assisting our People Hub team to ensure we deliver an exceptional service to our customers.
- Partner with the People Systems team to ensure the effective provision of accurate and timely workforce analytics, including supporting the development of regional plans to target and improve performance.
- Provide certain employee information such as long-term sickness to our Payroll team as required.
- Advise our People Hub team and managers on role eligibility for DBS checks.

Diversity and Inclusion

- Support our culture of inclusion and belonging, and work to ensure D&I considerations are embedded into our people processes.

Any other reasonable duties as requested.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the

demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

| Requirements | Essential | Desirable | How identified |
|--|---|---|---------------------------|
| Qualifications and Training | <p>Educated to degree level or equivalent experience</p> <p>Minimum Assoc CIPD membership, actively studying towards this accreditation or committed to studying at this level</p> <p>Commitment to continuing professional development</p> | Evidence of continuing professional development | Application |
| Experience | <p>Previous experience working in an HR team in an advisory capacity</p> <p>Significant employee relations experience with ability to provide robust advice to managers and colleagues</p> | <p>HR Experience within care or health sector</p> <p>Recruitment and attraction experience</p> <p>Design and delivery of learning for managers</p> <p>Track record of developing and implementing HR improvement and change</p> | Application and Interview |
| Knowledge, Skills and Abilities | <p>Comprehensive employment law knowledge</p> <p>Strong communicator with the ability to engage at all levels, including the ability to negotiate and influence</p> <p>Good HR Systems knowledge (ideally CIPHR/My Work Place)</p> <p>Good working knowledge of Microsoft Office, including Excel</p> | <p>Knowledge of the healthcare sector</p> <p>Knowledge of consultation and change principles</p> | Application and Interview |

| Requirements | Essential | Desirable | How identified |
|-----------------------|---|-----------|----------------------------------|
| <p>General</p> | <p>Ability to travel across sites as required with a full clean driving licence and access to your own vehicle with business use insurance</p> <p>Ability to work individually and as part of a team</p> <p>Attention to detail, organised and methodical</p> <p>Curious and not afraid to challenge</p> <p>Proactive and ability to work under pressure</p> <p>Personable and builds credible partnerships at all levels</p> <p>Ability to prioritise and work to tight deadlines</p> <p>Passionate about delivering for patients</p> <p>Flexible, adaptable and able to work out of hours if needed given the needs of the business</p> | | <p>Application and Interview</p> |