

JOB DESCRIPTION	
Job title:	Senior People Advisor (Fixed Term Role)
Team/Department:	People Team
Location:	Ashford / Ipswich /Norwich
Hours of work:	37.5
Job title the post holder will report to:	People Business Partner
Job titles reporting to the post holder:	None
Date the role profile was revised:	January 2026

JOB PURPOSE

The Senior People Advisor will provide expert People guidance, case management, and workforce planning support while playing a key role in organisational design (OD) initiatives. This role partners closely with leaders and the People Partnering Team to deliver effective people solutions, support diagnosis of organisational challenges, and design solutions and structures that enable performance, engagement, and future capability.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

People Advisory & Case Management

Provide senior-level expert people advice on employee relations matters, including absence, performance, conduct, ill health and grievances.

- Lead on complex employee relations cases, ensuring compliance with legislation, policies, and best practice.
- Coach and develop managers to improve their people-management capability.
- Support change processes including TUPE, restructures, consultations, and policy application.

Organisational Development & Workforce Planning

Conduct organisation diagnostics to identify structural, cultural, and capability gaps to:

- Support the design and implementation of organisational changes, ensuring clarity of roles, spans of control, and workforce alignment to support increased organisation effectiveness.
- Partner with relevant stakeholders to ensure OD recommendations align with business goals, on-going transformational direction and organisational financial plans.

- Use data to model workforce scenarios, capacity needs, and organisational risks, providing recommendations to address.

People Strategy & Continuous Improvement

Contribute to the development and delivery of the people team strategies, including colleague journey, engagement, capability development, culture, performance, and inclusion.

- Provide insights and recommendations using people analytics and trends.
- Lead or support people-related projects such as TUPE, restructures, workforce planning cycles, pay and reward, HRIS or colleague experience initiatives.
- Review and improve People processes to enhance efficiency and manager experience.

Stakeholder Partnership

Build strong, credible relationships with leaders, managers, and colleagues across the organisation.

- Translate people challenges and opportunities into practical, forward-looking solutions.
- Influence and challenge constructively to ensure people considerations are integrated into business decisions.

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.

We are an inclusive employer, welcoming applications from all backgrounds, communities, and industries. We are committed to building a team that represents a variety of perspectives and skills.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. We have extensive experience working in diverse and dynamic communities and are passionate about improving equitable access to care. 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](#).

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

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 or is subject to harassment or victimisation 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. We are committed to ensuring that information is handled with the utmost respect, dignity, and care for all individuals. 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. We safeguard not only because it is a statutory duty, but because we believe in upholding every individual's right to safety, protection, and respect. 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. Where changes are proposed, open dialogue and consultation with the post holder will be prioritised to ensure mutual understanding and respect for individual circumstances.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	CIPD Level 5 or above (or equivalent experience).		Application
Experience	Experience in change management or organisational development	Familiarity with HR systems, data dashboards, and workforce modelling tools	Application / Interview
Practical skills	<p>Strong generalist HR experience in advisory or business partnering roles</p> <p>Demonstrated involvement in organisational design work (diagnostics, structure redesign, job evaluation, consultation, workforce planning, etc.).</p> <p>In-depth knowledge of UK employment law and HR best practice.</p> <p>Experience managing complex employee relations cases.</p>	<p>Ability to analyse data and create clear people insights and recommendations.</p> <p>Ability to work autonomously, handle ambiguity, and prioritise effectively</p>	Application / Interview
General	<p>Proactive problem solver – anticipates issues and provides forward-thinking solutions.</p> <p>Collaborative – works effectively across teams and builds trust with stakeholders.</p> <p>Adaptable – comfortable working in change, ambiguity, and fast-paced environments.</p>	<p>Analytical – uses evidence, data and insight to influence decisions</p> <p>Commercially aware – understands the link between people, structure and organisational performance.</p>	Interview