

JOB DESCRIPTION	
Job title:	People Advisor
Team/Department:	People Team
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:	People Business Partner
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	January 2025

JOB PURPOSE

This role is key to delivering our objectives through our people by partnering with colleagues and managers in a specific divisional 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 can 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.
- Ensure the service we deliver promotes IC24’s values and constructively challenge any behaviours that do not align to our company values.

Operational Front Facing

- Support People Business Partners to develop the People Partnering Model alongside divisional management to ensure the model is understood and valued as a key enabler in meeting our strategic aims.
- Review and undertake policy and guidance formulation, development and implementation to ensure our policies are aligned to current legislation.

- Educate divisional teams on IC24 policies and procedures to ensure their understanding and responsibilities for compliance as appropriate.
- Provide cover within the People team during colleague absence, ensuring there is a seamless service to business users and that time off is planned and accounted for.
- Attend People relevant divisional meetings, actively contributing to these as appropriate.
- Represent IC24 by participating in internal and external networks, meetings, project teams and working parties to support the achievement of objectives as required by the People Business Partner.

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.
- Manage the complete process of any people Data Subject Access Request (DSAR) in conjunction with their specific division.
- Support conflict resolution via methods including mediation.
- Work with other People Advisors and People Business Partners to ensure consistency of advice given.
- Support on complex employee relations issues alongside People Business 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.

Supporting People Leadership and Management (Business Partnering)

- Ensure effective management of people through the fair, efficient and pragmatic application of best people practice.
- 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 team to promote cultural change and workforce transformation.

Organisation Development (OD)

- Coach managers in the process of implementing change and supporting those involved in and affected by it.
- Contribute to 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 Divisional People Business 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 our Link 24, our employee voice forum, developing local implementation frameworks and plans that ensure full compliance with employment law and best practice

Diversity and Inclusion

- Support our culture of inclusion and belonging, and work to ensure diversity and inclusion (D&I) considerations are embedded into our people processes.
- Work with divisional management to continually raise awareness of our Colleagues Resource Network Groups (CRG's).

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 CIPD membership (Level 5),</p> <p>Commitment to continuing professional development</p>	<p>Evidence of continuing professional development</p> <p>Actively studying towards this work accreditation or committed to studying at this level</p>	Application
Experience	<p>Previous experience working in a People team in an advisory capacity</p> <p>Significant employee relations experience with ability to provide robust advice to managers and colleagues</p>	<p>People (HR) Experience within care or health sector</p> <p>Design and delivery of learning for managers</p> <p>Track record of developing and implementing People 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 working knowledge of Microsoft Office, including Excel.</p>	<p>Knowledge of the healthcare sector</p> <p>Knowledge of consultation and change principles</p> <p>Good understanding of HR software knowledge.</p>	Application and Interview
General	<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>Curious and not afraid to challenge</p> <p>Flexible, adaptable and able to work out of hours</p>	Application and Interview

Requirements	Essential	Desirable	How identified
	<p>Ability to work individually and as part of a team</p> <p>Attention to detail, organised and methodical</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>if needed given the needs of the business</p>	