

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

J O B D E S C R I P T I O N

JOB TITLE	People Advisor
DEPARTMENT	Human Resources
RESPONSIBLE FOR WHICH OTHER POSTS	Indirect supervision or HR Support Apprentice
RESPONSIBLE TO	Head of People

Job Summary

Support the HR function and Hotel by pro-actively providing first-line HR advice and guidance to staff and managers, managing the recruitment process, coaching and developing supervisor and

Main Duties

- Providing day to day HR advice and guidance to staff, supervisors and managers
- Pro-actively supporting managers with absence management including managing occupational health referrals
- Pro-actively supporting managers with conduct and capability management and supporting with the management of grievances
- Coaching and training of supervisors on people management skills
- Working with managers on their team onboarding processes, providing advice and best practice guidance
- Working with the HR team on the introduction of a Hotel-wide onboarding process
- Undertaking right to work and new starter checks
- Signing off on staff change letters
- Supporting in the development of the HR support apprentice
- Producing HR reports and supporting with the analysis of trends and areas of concern in relation to absence, turnover, diversity, recruitment etc.
- Carrying out exit interviews and recording and analysing results
- Recruitment management including drafting adverts, supporting with interview questions and interviews (working closely with HR Support Assistant)
- Updating HR spreadsheets and databases as necessary
- Supporting in the development and implementation of new HR and People engagement initiatives

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

PERSON SPECIFICATION

Experience

- Minimum of 3-years experience at HR Advisor level
- Experience of successfully supporting operational HR and ER matters in a pragmatic, and proactive manner
- Experience and knowledge of HR databases, ideally Fourth
- Experience of analysing and interpreting HR data
- Experience of working in a hospitality/leisure/tourism sector would be desirable

Skills, Abilities and Knowledge

- Excellent knowledge of the practical application of employment law
- Excellent verbal and written communication skills
- Passionate about making a positive difference to the success of the Hotel
- Passionate about making a positive difference to the working lives of all our team members
- Pragmatic
- Good influencing skills
- Good analytical skills
- Attention to detail
- Working knowledge of GDPR

Qualifications

- Fully or part CIPD qualified
- Good standard of general education
- Graduate level qualification would be desirable, but not essential