

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

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

JOB TITLE	Assistant People Advisor
DEPARTMENT	Human Resources
RESPONSIBLE TO	Head of People

Job Summary

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

Main Duties

- Providing day to day HR support and guidance to staff, supervisors and managers.
- In liaison with the Head of People, pro-actively supporting managers with absence management including managing occupational health referrals and organising and attending absence management meetings.
- In liaison with the Head of People, pro-actively supporting managers with conduct and capability management and supporting with the management of grievances.
- Working with managers on their team onboarding processes, providing advice and best practice guidance.
- Taking ownership of the Hotel-wide onboarding process, including organising and running induction days.
- Undertaking right to work and new starter checks, producing contracts of employment and undertaking reference requests.
- Taking ownership of the probationary review process, including liaising with managers over completion of the review meetings and paperwork.
- Producing HR reports and supporting with the analysis of trends and areas of concern in relation to absence, turnover, diversity, recruitment etc.
- Taking ownership of the leaver process, including producing letters, updating the database and carrying out exit interviews and recording and analysing results.
- Recruitment management including drafting adverts, managing the career website and supporting with interview questions and interviews.
- Organising and attending relevant recruitment fairs throughout the year.

- Supporting with the development and implementation of the annual health and wellbeing programme.
- Supporting with staff appreciation and recognition initiatives.
- Supporting with the organisation and delivery of training.
- Updating HR spreadsheets and databases as necessary, including setting up and maintaining e-files for staff.
- Alongside the Head of People, maintain the Hotel's 'Your Reward Hub' portal by ensuring information is up-to-date and regularly refreshed.
- Supporting in the development and implementation of new HR and People engagement initiatives.
- Any other duties as may be required.

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 1 years' experience of HR at a similar level
- Experience of successfully supporting operational HR matters in a pragmatic, and pro-active 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
- Experience of running induction programmes would be desirable

Skills, Abilities and Knowledge

- Good 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
- Ability to build positive working relationships across the Hotel
- Good analytical skills
- Attention to detail
- Working knowledge of GDPR

Qualifications

- Part CIPD qualified or working towards it
- Good standard of general education