



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

JOB TITLE	People & Culture Advisor
DEPARTMENT	People & Culture
RESPONSIBLE FOR WHICH OTHER POSTS	People & Culture Administrator
RESPONSIBLE TO	Director of People & Culture

Job Summary

Support the People & Culture team and Hotel by pro-actively providing first-line HR advice and operational guidance to staff and managers, supporting with the recruitment process, coaching and developing supervisor and managers, designing and delivering learning across the Hotel and overseeing the employee lifecycle.

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 People & Culture team on the introduction of a Hotel-wide onboarding process
- Overseeing right to work and new starter checks
- Drafting of employment contracts and signing off on staff change letters
- Supporting in the development of the People & Culture Assistant
- Producing People & Culture 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
- Supporting the Recruitment Advisor in the management of recruitment across the Hotel
- Updating HR spreadsheets and databases as necessary

- Supporting in the development and implementation of new People & Culture engagement initiatives
- Drafting and revision of People & Culture policies, as requested
- Design and delivery of training programmes to support staff and team development
- Oversee the Employee Forum, including taking notes at meetings
- Play an active role in other Hotel committees
- Supporting the Director of People & Culture in annual pay reviews and employee engagement surveys
- Work with the Director of People & Culture on the maintenance and development of the Hotel's benefits and intranet platform
- Oversee the Employee and Manager of the Month process
- Any other duties as reasonably 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.
- Support the Hotel with Social and environmental initiatives.
- 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 Advisory 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 to evidence and influence improvements
- Experience of recruitment and recruitment assessment techniques
- Experience of designing and delivering engaging development workshops would be desirable
- Experience of working in a hospitality/leisure/tourism sector would be desirable
- Experience of supervising/managing team members would be desirable

Skills, Abilities and Knowledge

- Excellent knowledge of the practical application of employment law
- Excellent verbal and written communication skills, with the ability to establish positive working relationships across all levels of the Hotel
- Attention to detail
- 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
- Proactive
- Willingness to step outside of their comfort zone in order to develop
- Team player who is willing to help colleagues as and when needed
- Good influencing skills
- Good analytical skills
- Working knowledge of GDPR

Qualifications

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