

<b>Job Title</b>	People (HR) Advisor
<b>Responsible to</b>	Head of People
<b>Location</b>	Flexible/ Agile working. Must be able to attend regular office based workdays with the People Team and regular attendance at dispersed operational offices.

---

## About Platform

At Platform we have a vision of 'sustainable wellbeing for all'. It's a big vision in a big and complicated world, but one that we are passionate about.

We work alongside people experiencing challenges with their mental health, and with communities who want to create a greater sense of connection, ownership and wellbeing in the places that they live.

We are part of a growing movement of people and organisations who do not believe society's current 'helping' systems are fit for purpose. We know that these systems require radical change in order to really contribute to our shared vision of 'sustainable wellbeing for all.'

We are testing and developing an asset based, trauma informed and healing focused approach to our work, as a response to the deficit based, traumatising and often damaging approaches experienced by many people when seeking help.

## We have two core purpose statements:

1. To change the narrative around mental health, offering up an alternative to the dominant paradigm of psychiatric diagnosis. This alternative focuses on the role that trauma, life experiences and socio-economic circumstances have on our mental health and our ability to recover. We pursue this change to help broaden public perceptions, and to transform how people experiencing mental distress can ask for and receive help.
2. To make society's 'helping systems' work better for people having the toughest times. In the first stages of our strategy, we will focus on systems around mental health, housing, homelessness, and young people.

Everything we do forms part of achieving our purpose and everything you do will have these two purpose statements in mind.

## Purpose and Scope of Platform's Approach to People

It is Platform's aim to be a Trauma informed Organisation and as such all aspects of people engagement must be in line with these principles and all People Services must be delivered in this way.

## **Role Purpose – People Advisor**

As a key member of our friendly and efficient People Team you will assist in the delivery of a quality, customer focused people service to colleagues at all levels within Platform.

You will assist the Head of People with the development and implementation of measures that create a positive employee relations environment at all levels and support managers in managing any issues that arise in a fair and constructive manner.

You will support Platform to be a restorative organisation, that has a clear focus on building relationships using restorative approaches in all staff meetings and all work interactions.

You will comply and act in accordance with relevant legislation, Platform Policies and Procedures, including Code of Conduct, Equal Opportunities, Health & Safety, Data Protection and Information Security.

## **What will you be doing?**

Reporting to the Head of People your role will be crucial in the successful delivery of an effective and efficient people service across Platform.

Working with Managers you will deliver a consistent, comprehensive range of advice and support regarding matters which require an understanding of HR practices and employment law.

Your role will also:

- Support managers in addressing casework, including performance management, capability, long and short-term absence management, restructures and redundancies, TUPE and employee relations cases
- Provide advice and suggest solutions to complex HR matters, guiding and advising managers on potential risk, reputational damage and financial exposure to ensure best practice with an inclusive, trauma informed approach
- Partner with managers on the end-to-end recruitment process including assisting with advertising, sifting, attending interviews, onboarding, etc., to help ensure highly skilled and motivated people are recruited into the organisation
- Work closely with the Head of People, People Partner and People Advisor to ensure consistency of approach on all people related matters, across the Organisation
- Support managers in decision making, to ensure they are consistent with our values, policies and practices in order to achieve our aims

- Keep up to date with the latest thinking related to human resources, modern working practices, equality and diversity and employment law, sharing knowledge with team members to maintain and contribute to our commitment to continuous improvement
- Assist the Head of People with ensuring all HR policies, procedures and practices remain compliant with current legal requirements
- Develop and maintain HR reports and metrics and recommend measures to improve performance, e.g. absenteeism and turnover
- Influence and engage with managers in the interpretation and implementation of People - related policies and procedures
- Attend team meetings throughout the business as required, demonstrating People/ Operational partnership, and contributing ideas in response to operational and people related matters

You will assist the People Partner with the coordination of Platform's Restorative Approach work, supporting others by giving help and guidance in holding meetings in a restorative way and coordinating and participating in reflective practice meetings with other Restorative Champions.

You will also work with and assist the People Administrator with people related administration, delegating tasks in a manageable manner and assisting with their development as they grow in their role.

You will carry out any other relevant activities or tasks required as directed.

You will carry out all duties in a manner that reflects Platform's values.

### **Who is the person - what we are looking for?**

In this role, we are looking for a team player who is confident, enthusiastic, self-motivated, and proactive with a friendly, approachable manner. You are pragmatic and have a solution focussed approach to working. Having sound judgement is also key to the success of this role.

You will have a passion for delivering a high-quality customer focused people service with demonstrable skills in complex problem solving and the ability to influence and build credible working relationships with colleagues across Platform.

You will have experience within a generalist People/ HR role, with demonstrable experience of dealing with HR casework including disciplinary, grievances and TUPE.

You will have excellent up to date knowledge and understanding of employment legislation with experience of developing and implementing HR policies, procedures, and guidance

documents, applying relevant employment law throughout. This includes practical understanding of the Equality Act 2010, data protection and GDPR.

Working autonomously when needed, you will be able to demonstrate a flexible and resilient approach with strong interpersonal skills as well as having the ability to manage competing demands effectively.

You will possess excellent verbal and written communication skills, with the ability to adapt your approach to suit your audience.

You will be analytical with excellent attention to detail and the ability to handle sensitive and personal information in a professional and confidential manner.

You can demonstrate your experience of using and maintaining specialist HR software related packages for data entry and manipulation.

You have a practical approach to problem solving and are able to proactively identify and assist with the development and implementation of improvements to systems and procedures to enhance efficiency.

You can demonstrate proficiency at working to a high degree of accuracy with effective keyboard inputting skills enabling effective inputting and retrieval of data.

You have the ability to work well under pressure and to prioritise and programme your own work and assist with the work of your team members to meet deadlines.

You can establish, develop, and maintain effective and restorative working relationships modelling the best of restorative working by being open and honest.

You can demonstrate a high capability of the use of Microsoft 365 to communicate effectively using Word, Excel, Outlook, SharePoint & Teams.

You will have achieved a HR related qualification ideally CIPD level 5 or equivalent or be willing to work towards.

You will develop your knowledge, understanding and competence across a range of HR processes and are prepared to successfully complete all training and assessment required to successfully carry out the role.

You will have the ability to drive and access to your own transport.

The ability to communicate in Welsh may also be an advantage.

*This job description is indicative of the range of current duties and responsibilities for the post, it is not comprehensive. It is inevitable that the duties will change to reflect organisational change, and it is essential therefore that is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the postholder.*