

JOB DESCRIPTION

Job Title	People Advisor		
Reports to	People Operations Manager		
Department	People Team		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and Our Vision is to shape a collaborative and diverse community, where talented people grow, realise their potential and deliver our School's vision with pride.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Our Vision is to shape a collaborative and diverse community, where talented people grow, realise their potential and deliver our School's vision with pride.

Our mission is to partner the School to optimize our culture, the way we organize ourselves and our employee experience; so we can attract, select, inspire and develop talented people and teams delivering world-class performance.

The People Department provides a comprehensive range of People Services to professional services departments and comprises four main areas: Business Partnering and three Centres of Expertise: Talent, encompassing Talent Acquisition, Talent Development, Diversity, Inclusion, and Belonging, and Employee Experience. , People Services encompassing People Operations, Reward, People Systems and Analytics, and Payroll.

The People team works closely with Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

The purpose of this role covers the following areas:

- As a People Advisor, you will provide People support to your designated business area, working closely with the People Team to implement the people agenda and address all associated people matters in accordance with best practice methodology, internal compliance and legal requirements.
- You will be the first point of contact for line managers and employees and be involved in all areas of HR, conducting activities in areas such as employee relations (disciplinary and grievances), absence management, performance management and supporting change initiatives. You will have responsibility for building and developing relationships with your stakeholders and acting as a champion for the People Operations team.
- The People Advisor will support the delivery of the People Strategy and work in such a way that proactively supports pace, innovation and customer service in People service delivery.

Key Accountabilities

- Provide generalist People advice and support on terms and conditions of employment and People policies and procedures, with a view to resolving matters and mitigating risk. Advise managers on terms and conditions of employment and knowledge share best practice with them in line with the Schools policies.
- Manage employee relations casework including dispute resolution, disciplinarys, grievances, absence management, TUPE and redundancy. Oversee staff attendance and absence monitoring, advising and supporting managers as necessary.
- Apply People and business knowledge evidencing appropriate decision-making skills. Interpret and advise on employment law ensuring legal compliance.
- Maintain team systems and processes such as probation, fixed term contracts, family leave, redundancy, redeployment register and case management, liaising with departments to ensure that paperwork is completed and returned, and provide advice on those processes as required.
- Update and support the development of people related policies and procedures as required and advise on any required updates and improvements. Play an active role in the People Services Delivery Programme, as part of project teams and when appropriate leading projects.
- Advise and support the People Coordinators with more complex immigration or right to work issues to establish appropriate course of action. Including supporting the People Coordinators with checking contracts and assisting them with complex contracting queries where needed.
- Maintaining a keen interest in employment law: keeping abreast of current changes and potential future developments that could impact on the School.
- Handle highly confidential and sensitive information in an honest and trustworthy way.

Knowledge/Qualifications/Skills/Experience required

- CIPD qualified or equivalent occupational experience.
- Proven track record as an HR generalist.
- Strong Employee Relations experience and knowledge, including disciplinarys, grievances, dismissals, redundancies and performance management issues.
- Competence in handling sensitive and confidential issues from a number of stakeholders.
- Competence in offering advice to employees and management on all areas of HR.
- Ability to explain and advise on complex HR matters to an audience unfamiliar with certain terminology, processes and policies.
- Exceptional organisational and communication skills together with solid knowledge of employment legislation and its application.
- Acute attention to detail.
- Demonstrate an open and collaborative approach to working

Resources including team management

n/a

Staff	n/a
Budgets	n/a
Date Updated	21 April 2023