

JOB DESCRIPTION

Job Title	HR 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 two main areas:

- The People Advisor is responsible for providing clear, outcome and business focused and legally compliant People advice to line managers and individuals. The aim of the role is to enable excellent people management practice and build the capability of individuals, teams and departments to meet the School's and the department's objectives. The role will support designated business areas, developing effective working relationships with key stakeholders,
- The People Advisor will support the delivery of the People Strategy and work in such a way that supports pace, innovation and customer service in People service delivery.

Key Areas of accountability and Key Performance Indicators (KPIs) Key Areas of accountability

- Develop an understanding of designated business areas and build strong relationships to enable the ability to provide a timely customer-focused service to key stakeholders on operational People matters.
- Support stakeholders to build people-management capabilities by providing accurate and consistent advice on People policies and procedures, in particular focusing on employee relations issues.
- Identify outcome-focused people interventions to meet business needs and resolve issues in line with policy and good practice, ensuring actions are tracked and recorded, and appropriate correspondence is issued.
- Support and where appropriate, manage, employee relations case load. This will involve advising and supporting managers, enabling them to develop their skills and achieve effective practice and process, including investigations, formal meetings and supporting People Operations Manager in more serious cases.
- Provide proactive data, support and advice to managers to manage all sickness absence issues effectively in line with the School's sickness policies to minimise sickness absence levels and maximise employee wellbeing. To oversee the referral of staff to the School's Occupational Health provider for advice and liaise with Health, Safety and Wellbeing Team.
- Provide feedback on People policies, practice and processes and advise on any required updates and improvements.
- Advise and support the People Coordinators with more complex immigration or right to work issues to establish appropriate course of action
- Support the People Coordinators with checking contracts and assisting them with complex contracting queries where needed.
- Utilise IT systems to increase the efficiency and organisation of work. and ensure People systems are maintained and updated appropriately.

- Play an active role in the People Services Delivery Programme, as part of project teams and when appropriate leading projects. Proactively supporting initiatives to create and maintain a culture of pace, innovation and customer service.
- To carry out ad-hoc tasks and / or project work as directed to support senior People Team members and to deliver the School's overall strategy.

Knowledge/Qualifications/Skills/Experience required

- Willing to work towards CIPD or equivalent professional qualification
- Experience of working within an operational People advisory role in a large, complex, matrixed organisation.
- Case Management experience up to and including employment tribunal preparation.
- Ability to interpret employment law in a range of complex work situations and mitigate risk
- Experience of delivering high quality services through excellent customer service skills and practices.
- Proactive approach to relationship development with colleagues.
- Good project coordination and time management skills with the ability to organise and prioritise.

Resources including team management

n/a

Staff	n/a
Budgets	n/a
Date Updated	05.09.22