

JOB DESCRIPTION

Job Title	People Advisor		
Reports to	Head of People Operations		
Department	People		
Job Family	Business Services	Level	4

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 that our course offering maintains our place as a leading business school.

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

The People department provides proactive advice and support to School staff (non-academic) in the areas of: recruitment, talent management, retention, organisational development, learning and development, diversity, performance, reward, employee relations, absence/capability management, disciplinary, grievances and dismissals. The team, adopting a business partnering approach, works closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

Job Purpose

The People Advisor will work with middle, senior managers and Heads of Departments to provide forward thinking and pragmatic business solutions as well as promoting sound practice throughout the function. A significant proportion of the role currently focuses on providing robust support on ER and policy issues. The

People Advisor will support the Business Partner and lead on a number of projects to support and enable the strategic priorities of their client groups. In addition, the People Advisor act as a coach to the wider People Assistant team.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

HRBP advice to managers and staff:

- Coach and support managers within the respective areas of the School on all areas of People including, but not exclusively:
- People and contractual issues e.g. probation and performance management, sickness/absence, diversity, disciplinary and grievance procedures with regard to LBS's policies and procedures, best practice guidelines and the implications of new legislation.
- Conducting disciplinary and grievance hearings working with the People Assistants to take notes as needed. Handling termination of employees' contracts, including those in the context of probation, redundancy and capability.
- Providing advice and support on departmental restructuring and advising on the creation of new roles, redeployment and redundancies.
- Engaging occupational health, where appropriate, to manage staff on sick leave including long-term sickness absence.
- Working with the Learning and Development team to support managers in identifying and recommending relevant learning and development opportunities for staff within a designated client group.
- Monitoring and updating respective managers regarding contractual issues e.g. expiry of visa and maternity dates.
- Conducting maternity meetings for all employees that are due to go on, and return from, maternity leave, ensuring they and their managers are aware of their rights and dates of leave.

Recruitment:

- Work with managers to prepare job descriptions and ensure they are up to date and consistent, and where necessary conduct Hay grade job evaluation.
- With recruiting managers, formulate an appropriate recruitment strategy for all roles. Work closely with the recruitment team to oversee recruitment campaigns and lead on the offers to successful candidates.
- Ensure offer letter, contract and new starter documents are sent out and new employee details are logged in an accurate and timely manner.
- Advise line managers on the correct process for conducting an interview, including promoting an awareness of equal opportunities and diversity legislation. Manage the appointment of new staff ensuring the People Assistant(s) conduct all necessary pre-employment checks and that contracts are processed correctly and promptly.
- Engage with the Recruitment team to identify synergies in recruitment advertising in order to improve the calibre of candidates we attract.

Exit Interviews/Retention:

- Meet with employees whose visas are due to expire to establish appropriate course of action.
- Conduct exit interviews with all leavers within their notice period to identify trends as to why staff are leaving, feedback to department managers, and share with HR team where appropriate.

Pay Review:

- Work with the Business Partnering colleagues on Pay Review for designated business areas.
- Oversee the production of annual pay review letters.

People Operations:

- Ensure the team is well informed and updated about cross programme, School and external issues.
- Ensure that all People administration is completed and encourage ideas for improvement.
- Provide People Assistant(s) with regular feedback on their performance.
- Ensure relevant training and development is in place for individuals/teams and monitor training effectiveness (ensuring PDPs are in place).
- Ensure effective budget management processes are in place.
- Ensure all payroll activities and related paperwork are completed and signed off by the monthly deadline.
- Ensure the respective People Assistant(s) input all paperwork onto Document Manager for your area.

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Business Partnering

- Work closely with the Business Partner to partner with senior stakeholders to formulate and implement strategic priorities across the business area.

Additional Tasks:

- Contribute to and lead on HR projects.
- Ensure the HR database is maintained by the HR Assistant(s) with accurate data.
- Supervise the HR Assistants in undertaking administration and filing for your area.
- Any other duties as requested by your line manager.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.

- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Substantial experience in a busy People department with the ability to cope with a busy workload and changing priorities.
- Solid experience in handling a case load of employee relations including disciplinary, dismissals, grievances, etc.
- Enjoys recruitment and has solid experience recruiting for a range of levels at one time using competency based interviewing.
- Experience of managing & developing staff.
- The ability to maximise use of technology.
- The ability to analyse data to inform decisions.
- A confident decision maker with intelligent judgement.
- Good influencing/persuasion skills.
- Good planning and project management skills.
- Friendly, positive and professional with a genuine desire to meet and exceed customer expectations.
- Commercial and in tune with business priorities.
- A high regard for confidentiality and absolute discretion.
- A degree or equivalent experience.
- CIPD qualified (preferred).
- Sound knowledge of relevant employment law knowledge and its practical application.
- Understanding of learning and development.
- To be a 'thinking performer' with a keen interest in developments in the profession and a willingness to put forward and implement ideas to enable the People department to fulfil its stated aim to build the most engaged workplace where everyone is motivated to be their best.

Staff	
Budgets	
Date Updated	