

JOB DESCRIPTION

Job Title:	People Partner
Service / Department:	People Services
Reports To:	Senior People Partner (ER)
Hours:	35 per week (full-time)
Responsible For:	n/a
DBS Check:	n/a

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The post holder will work provide a professional HR business partnering service to the organisation and proactively manage employee relations. Acting as coach and confident to people managers, the post holder will provide advice on all people related matters, building up manager's capability and capacity, and promoting a culture that aligns with the organisation's strategic goals.

Your role will also involve promoting a culture that aligns with the organisation's strategic goals.

Main Duties and Responsibilities:

- **Employee Relations:** Ensure all employee relations matters and people issues are managed appropriately by managers, in line with Salvation Army Homes policies, procedures, best practice, and employment law. Support the Senior People Partner in managing responses to employment tribunal claims, liaising with solicitors where appropriate.
- **Change Management:** Collaborate with managers and People Partners to support change management programs, including TUPE transfers, redundancies, and service reorganisations. Ensure these processes are handled professionally and promptly, escalating to the Senior People Partner as needed.
- **Employment Law and HR Best Practice:** Maintain up-to-date knowledge of employment law to provide accurate advice on employment matters and other specialist areas as necessary. Keep abreast of new practices and ideas in the field of HR and make suggestions for changes and improvements to the ways we work at Salvation Army Homes, where appropriate.
- **Policy Implementation:** Update and implement HR policies and procedures in accordance with organisational needs and changes in employment law.
- **Stakeholder Relationships:** Build, develop, and maintain effective working relationships with key stakeholders.
- **Line Manager Support:** Assist managers with investigations, formal hearings, and absence management meetings ensuring they understand the correct process to follow. Where required, provide support by note-taking in formal meetings and ensuring all relevant documents are finalised to an appropriate standard.
- **Absence Management:** Proactively support managers in addressing short- and long-term sickness absences within their teams, following our processes and liaising with Occupational Health as appropriate.
- **Case Updates:** Maintain clear records of the status of ER cases in areas of responsibility. Provide regular updates to the Senior People Partner and Head of People Services on the status of cases and other management information.

- **Management Information:** Support the Senior People Partner and Head of People Services in preparing reports for Executive Management Team and People & Organisational Development Committee, including running reports, analysing data and providing commentary.
- **Equality, Diversity & Inclusion:** Support the People Services team in leading the EDI agenda for the organisation, including actively participating in EDI discussions and helping to develop communications to mark inclusive days/events (e.g. religious festivals).
- **Skills development:** Support the People Partner and Senior People Partner to train/upskill managers in people skills and carrying out effective people processes.
- **Exit Interviews:** Conduct exit interviews and use leaver data to identify changes that can improve employee experience and reduce turnover.
- **HR Projects:** Undertake HR projects as required.

Related Activities:

Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

- Associate membership of CIPD (or above)
- CIPD level 5 qualified (minimum).

Aptitudes and Abilities:

- **Effective Communication:** Demonstrates clear and effective communication skills, both written and verbal with the confidence to present to groups and the ability to write clear and concise reports.
- **Relationship Building:** Capable of building strong relationships with employees and managers, demonstrating an understanding of their needs and being seen as a trusted confidant.
- **Proactive and Self-Motivated:** Shows initiative and is self-motivated, with the ability to work independently.
- **HR Knowledge:** Possesses an understanding of HR principles, employment law, and best practices with a commitment to continuing professional development
- **IT Proficiency:** Strong IT skills, including proficiency with the Office 365 suite and HR Information Systems.
- **Employment Law Knowledge:** Maintains up-to-date knowledge of UK employment law and current issues affecting the employment landscape.
- **Organisational Skills:** Excellent organisational skills with the ability to plan, prioritise, and meet deadlines.
- **Analytical skills:** Ability to run reports and analyse data to draw out conclusions and inform decision making.
- **Literacy Skills:** Exceptional literacy skills, including the ability to take accurate meeting notes and draft HR correspondence.
- **Positive Attitude:** Enthusiastic, positive, and driven to deliver the best possible service.
- **Travel:** Willingness and ability to travel to services which are located throughout England and to offices in London and Bolton when required. Approximately 1 day travel per week on average. The remainder of the time can be worked from home.

Experience and Interests:

- **Note-Taking and report writing:** Proven experience in taking accurate and detailed notes during disciplinary hearings and meetings and experience of report writing.
- **Record Maintenance:** Proven experience in maintaining up-to-date and accurate records of employee information such as performance reviews and disciplinary actions.
- **HR Software Knowledge:** Experience in using HR software to manage employee data and track performance metrics.
- **GDPR and Confidentiality:** Knowledge of GDPR and demonstrates an understanding of the importance of confidentiality in an HR environment.
- **Task Management:** Demonstrates ability to balance multiple tasks and priorities efficiently to meet deadlines and organisational needs.

- **HR Experience:** Previous experience of working in an HR Team in a role at a similar level
- **Employee Relations:** Solid experience in advising on or managing employee relations issues, including handling grievances, disciplinary actions, and sickness absence in line with organisational policy.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership – we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment – we have trust	Have we given the right context to our message? Has our communication been story-driven?