

Job Description



Job Title	HR Advisor
Reports to	HR Business Partner
Direct reports	None
Business Area	HR and People Services
Grade	Grade 7 and Grade 9
Date	18 March 2026

1. Job Purpose

As part of the HR Team, the postholder is responsible for providing HR support on a day-to-day basis to ensure managers have the information required to enable them to manage the people they are responsible for.

The postholder will be pivotal in providing accurate HR professional advice and guidance to our customers. Ensuring the advice considers legislation and YPO's policies and procedures.

The postholder is responsible for supporting and actively engaging in the continuous improvement of the HR service with a 'can do' approach. Reporting directly to the HR Business Partner (HRBP's) and supporting the HR Operational Manager to implement new ways of working to drive continuous and sustained performance improvements and efficiencies.

2a Key Responsibilities

Level 1 – Advising managers on more straightforward casework, contributing to policy development and procedures and supporting less complex aspects of organisational change with mentoring and guidance from the HRBP.

- Providing professional, timely, consistent and solution focused HR advice to managers relating to low-risk straightforward-employee relations cases, for example misconduct or absence cases in the earlier stages.
- Contributing to the development of relevant policies, procedures and processes and ensuring these are applied consistently.

- Contributing to the roll out and associated training related to new or updated policies and procedures.
- To contribute to the delivery of HR service priorities assigned by the HRBPs and HR Manager.
- To actively engage with customers on new ways of providing services and contribute to moving this forward with guidance from the HRBP/HR Manager.
- Contributing to the development of pay and reward initiatives including contributing to management of salary sacrifice and employee benefits schemes.

Level 2 – Advising managers on more complex casework, developing policies and procedures, and supporting the organisational change planning and advice process and associated employee meetings.

- Providing professional, timely, consistent and solution focused HR advice to managers relating to more complex employee relations cases including potential gross misconduct cases and up to and including ill health dismissals
- Developing and updating policies, procedures, and processes, ensuring these are applied consistently in line with local and national terms and conditions and legislative requirements.
- Supporting discussions and engagement with our customers and the recognised trade union regarding new and revised policies and procedures.
- To plan, develop and deliver staff briefings and training on HR policies and procedures in conjunction with the HRBP's (HR and Talent), ensuring managers are fully informed of their roles and responsibilities in the implementation of new policies.
- Supporting the development of pay and reward initiatives including contributing to the management of salary sacrifice and employee benefits schemes.
- Contributing to HR development by participating in working groups, discussions, and negotiations, offering professional advice on HR issues.
- Preparing packs for formal hearing and appeals within the timescales set out in the related policies and procedures.
- Supporting the HR team in collating information in response to litigation.
- To prepare reports and information for consideration at SLT meetings other forums as required.
- Advising and supporting with organisational change and TUPE (incoming and outgoing).
- Responsibility for the supervision / line management of HR Support Officer.

2b. Generic Responsibilities (must be kept in all job descriptions)

General requirements needed at all levels.

- Contribute to developing and implementing improvements to the HR team's ways of working.
- To keep up to date with new and changing legislation and initiatives that will impact YPO.
- Contribute to the job evaluation process in conjunction with the HRBPs and Trade Unions.
- Provide advice and guidance to managers and supervisors on all HR aspects of the employment lifecycle (recruitment, on boarding, pay, policies and procedures and terms and conditions of employment, leavers), in line with company policies and procedure, best practice and current legislation.
- Ensuring all relevant information is provided to the HR Administrator(s) for payroll processing in line with payroll deadlines.
- Ensure performance standards/KPI's are maintained, and drive sustained and continuous process improvements.
- Ensure the HR service provided meets customer expectations and provides quality support whilst fostering a culture of continuous improvement.
- Responsible for meeting HR priorities in line with deadlines and conflicting tasks and ensure successful delivery.
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies.
- To participate in case learning meetings to support the continual learning process in the team.
- Actively seek and review customer feedback and recommend changes to the HR Service
- Provide advice and guidance on occupational health referrals, absence management issues and return to work meetings.
- Contributing to the delivery of tasks directly linked to the delivery of the People Strategy
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

3. Dimensions

- Financial - no direct budgetary control.
- No Staffing at L1 but the postholder will be required to manage admin activities at L2

4. Planning and Organising

- The role requires thorough planning and a high level of organisational skills to ensure cases are managed and progressed in a timely manner in line with policy requirements.
- The role requires that timely and accurate information is provided to the HR administration team to adhere to payroll processing deadlines.
- The role requires effective time management and the ability to plan and deliver key work.
- Whilst the role needs to be well organised, the post will need to be flexible to meet organisational demands and deadlines, including carrying out at short notice, urgent work.

5. Problem Solving & Decision Making

- The post holder will work within prescribed policies and procedures, with mentoring and guidance from the HR Business Partners (which will decrease with experience and level of attainment) where there are specific technical/legal issues relating to individual circumstances.
- The post holder will be expected to provide advice and guidance on a wide range of HR issues supported by senior HR colleagues where needed.

6. Communication and Relationships (internal and external)

- YPO employees, managers and members of SLT/Board.
- External relationships with job applicants, agencies, local authority, pension administrator, external suppliers.

7. Special Features and Personal Attributes

- The role requires a highly motivated and flexible individual who can confidently deliver a broad range of duties within the HR and People Support Service. Strong organisational and case-management skills are essential to ensure services are delivered effectively.
- The post holder must demonstrate a strong customer focused approach, with the ability to persuade, influence and challenge appropriately providing advice. Clear professional judgement, confidence and credibility are key.
- There may also be occasions where the role requires working outside normal office hours to provide timely advice and guidance to managers or employees who work shifts.

Area	Essential (E)	Desirable (D)	Assessment (Application/Interview/Task)
Knowledge (Education, Qualifications and Training)			
Level 1			
Educated to CIPD level 3 or equivalent qualification or relevant experience plus willing to work towards CIPD level 5.	E		Application
Knowledge and awareness of employment law, its application in the workplace and how to apply frequently used HR policies and procedures (discipline, grievance, absence management, capability).	E		Application / Interview
Some generalist HR experience relating to more straightforward employee relations cases (not including dismissals).	E		Application / Interview
Knowledge and experience of all aspects of human resource management, including best practice.	E		Application / Interview

Knowledge of policies and procedures that support consistent employee behaviour.	E		Application
Level 2			
Educated to CIPD level 5 or equivalent qualification plus relevant extensive HR experience.	E		Application
Detailed knowledge of employment legislation and policies and procedures and their application.	E		Application
Detailed knowledge of the organisational change planning process and TUPE and ability to contribute to the process	E		Application
Significant HR generalist experience including advising on complex cases	E		Application / Interview
Skills			
Generic skills required at all levels			
Ability to independently plan, organise and prioritise to meet deadlines.	E		Interview
Excellent analytical and problem-solving skills used to deliver proposals and solutions to meet service and business needs.	E		Application
Proven ability to convey complex information in a clear and straightforward way – often to non-specialists.	E		Interview
Ability to quickly gain professional credibility and confidence across the organisation with our customers.	E		Application / Interview
Experience of representing the service professionally in meetings with customers and stakeholders	E		Application
Excellent analytical and problem-solving skills used to deliver proposals and solutions to meet service and business needs.	E		Application / Interview
Level 1			

Ability to review policies and procedures, considering employment legislation, suggesting to the HRBP the appropriate advice to give managers before implementing it.	E		Application
Ability to give advice and guidance on less complex employee relations issues such as flexible working requests, maternity leave, paternity leave etc.	E		Interview
Ability to influence customers to make judgements and decisions in a range of settings with support from the HRBP as necessary.	E		Interview
Level 2			
Ability to use own discretion and demonstrate judgement and make timely decisions regarding more complex casework with advice and guidance from the HRBP as necessary.	E		Application / Interview
Ability to influence stakeholders to make judgements and decisions in a range of settings, including hearings and appeals.	E		Application
Ability to challenge assumptions and make recommendations for new approaches for improvement	E		Interview
Able to support with organisational change and TUPE.	E		Application / Interview
Experience			
Level 1			
Experience of contributing to projects, successfully resolving competing priorities.	E		Interview
Level 2			
Experience of contributing to consultation and negotiation with customers, services, and key partners.	E		Application / Interview

Significant generalist experience with experience of improving team ways of working.	E		Application / Interview
Experience of delivering projects to deadline and successfully resolving competing priorities.	E		Application / Interview
Experience of developing, supporting and implementing policies and procedures.	E		Application
Experience with job evaluation schemes. Working knowledge of Korn Ferry would be advantageous.		D	Application

Jobholder Signature:	
Date:	
Manager Signature:	
Date:	