

Assistant People Advisor

Full-time (37 hours per week), Permanent

Reports to: Senior People Business Partner

Salary: Up to £34,677, depending on experience

Team: People team

JOB PURPOSE

Our people are our greatest strength. This role is integral to supporting the People team in delivering our People Strategy, delivering a high-performing, inclusive, resilient, and connected culture that empowers our people to thrive and deliver customer excellence.

You will use your experience to manage a defined case load, supporting managers and colleagues with day-to-day people matters, providing proactive, first-line advice and guidance. Alongside this, you will deliver great recruitment and selection experiences.

You will provide proactive administrative support that underpins the effective delivery of the People Team's priorities, ensuring smooth, accurate and timely people processes across the organisation.

The role is a true generalist position, offering exposure across the full employee lifecycle and the opportunity to enhance both core and specialist people knowledge, informed by employment law and doing the right thing. Through defined casework and collaborative support, the role plays a key part in delivering a consistent and positive people experience.

ROLE DIMENSIONS

First line advisory support and administration for circa 280 colleagues across the Group.

Coordinating recruitment activities across the Group and onboarding of new starters.

Preparation and support of 2 payrolls per month for the Group.

Coordination and proactive communication of all people-related matters for the group, for example, wellbeing and equality, diversity and inclusion.

KEY RELATIONSHIPS

External: Recruitment Agencies, Occupational Health Providers, Careers Wales, Payroll Provider, Trade Unions, Training Providers.

Internal: Daily with colleagues & People Managers of all levels.



FOCUS & KEY RESPONSIBILITIES

Provide proactive, high-quality first-line advice and guidance to managers and colleagues on day-to-day People matters, putting our customers at the heart of everything we do. This includes applying best practice and employment legislation, confidently handling first-line casework and signposting managers to the right information so they can make informed, consistent decisions that enhances an inclusive and high performing culture.

Deliver a trusted, confidential and effective administrative service that underpins the work of the People Team and enables people-focussed outcomes for managers and colleagues. This includes maintaining accurate colleague records electronically, producing meaningful people data and insights to make informed decisions and supporting the full colleague lifecycle, including payroll – always doing the right thing with care and integrity.

Coordinate and support recruitment and selection activity across the Group, ensuring an inclusive, well-organised and commitments-led process that attracts high-quality applicants with the skills, experience and behaviours needed to deliver our business plan. By leading by example, the role ensures applicants and those managers who are recruiting, experience a smooth and positive people experience.

Empower and build management confidence in handling people matters by encouraging early conversations, clear communication and shared understanding. You will play an active part in fostering strong working relationships and an inclusive, high-performing workplace culture, championing a ‘one team’ approach where we work stronger together.

Proactively support continuous business improvement by embracing digital systems and software to simplify and automate administrative processes, creating more capacity to deliver a proactive, people-focused service.

Support the development and continual improvement of secure, data-led People systems and processes, ensuring they are efficient, compliant and add real value – for both the People team and managers. Through attention to detail and insight-driven data, you will help the People Team and managers make informed, people-focused decisions.

Contribute to defined People projects across the employee lifecycle, including areas such as Equality, Diversity and Inclusion, Wellbeing, Learning and Development, Workforce Planning, Organisational Development and Change and Reward and Recognition. This work helps us do the right thing for our colleagues and reinforces our ambition to be an employer of choice.

Undertake a range of People-related activities appropriate to the role, working flexibly to support the needs of the organisation, the People Team and our colleagues - always leading by example and prioritising communication, collaboration and efficiency.



Person specification

QUALIFICATIONS

Essential

GCSE (or equivalent) in English and Maths Grade C or above
CIPD Level 3 Foundation Certificate in People Practice or equivalent experience

Assessed by:

Application
Application

Commitment to continued professional development

Application /
Interview

KNOWLEDGE AND EXPERIENCE

Essential

Experience of providing proactive, high-quality first-line advice and guidance to managers and colleagues on employee matters, including absence management, disciplinaries and grievance

Assessed by:

Application/Interview

Experience of working within a busy administrative support role, where compliance and regulations underpin processes

Application/Interview

Excellent customer experience with a 'Can Do' approach responding to the needs of customers, accurately and timely

Application/Interview

Experience of working in a professional, ethical and confidential manner

Application/Interview

Experience of working within an HR environment

Application

Experience of innovative recruitment and selection processes

Application/Interview

Desirable

Experience of working with managers at all levels

Application/Interview

Experience of working within a housing association or similar regulated environment.

Application/Interview

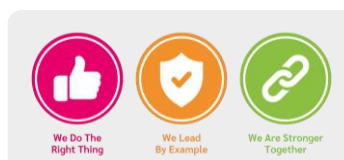
SKILLS

Essential

Ability to effectively plan, prioritise and organise work to meet service requirements, working collaboratively

Assessed by:

In tray exercise



Excellent communication, negotiating and influencing skills with the ability to challenge and engage others at all levels Application/Interview

Excellent attention to detail and accuracy with the ability to self-motivate. In tray exercise

Ability to proactively analyse and interpret information to inform business and management decisions Application/Interview

Outcome driven, focusing on work which creates value for people Application/Interview

Microsoft Office - Word, Excel, Powerpoint - Basic Ability Tests

Ability to confidently navigate work-based systems and adapt to changes in process. Application/Interview

Highly Desirable
Welsh Language Skills Application/Assessment

CARTREFI COMMITMENTS

Essential

Do the Right Thing

Assessed by:

Application/Interview

Lead by Example

Application/Interview

Work Together Stronger

Application/Interview

It is **essential** that all candidates are able to demonstrate their ability to meet our Cartrefi Commitments: We **Lead by Example**, We Are **Stronger Together** and We **do the Right Thing**.

