

Job Profile

JOB TITLE:

Senior HR Advisor

REPORTS TO:

Head of HR

JOB PURPOSE:

Deliver HR support to all departments across GamCare. This will include responding to internal and external queries; overseeing all aspects of employee records; providing advice and guidance to all managers and employees on the application of HR policies and procedures; supporting HR related case work; and working with the wider People and Organisational Development (POD) team to develop our HR systems, processes and policies to support the mission and purpose of GamCare.

DIMENSIONS:

- **Direct Reports:** Senior HR Administrator

INTERNAL AND EXTERNAL CONTACTS:
Internal:

- Supports and advises all managers across GamCare on matters relating to HR policy and procedure.
- Respond to general HR queries from all employees across GamCare

External:

- Responds to external HR queries from the general public and job applicants
- Requests information from external parties in particular in relation to HR onboarding process
- Key contact for HR suppliers such as EAP and Occupational Health and HR system

OVERALL ACCOUNTABILITIES:

- Oversee the maintenance of all GamCare staff digital records and data across all platforms and systems, in order to ensure employee data is kept securely and accurately, by understanding and working within the principles of data protection.
- Responsible for the accurate notification of new starters, leavers and other relevant changes to employee terms and conditions to Finance, in support of the monthly payroll cycle.
- Conduct all administrative processes relating to HR policies and procedures, such as family leave, absence, new starters, leavers etc, in a

timely manner, by using the standard templates, and delegating to the Senior HR Administrator where required.

- Oversee the absence management procedures, by producing regular reports and where necessary supporting line managers, including making referrals to OH where appropriate, to ensure absence is appropriately managed and controlled.
- Support the fair and consistent application of all HR policies and procedures across GamCare by responding to queries from employees; and directly supporting line managers with investigations and informal and formal stages of the policies.
- Produce regular HR reports on key areas of activity such as the HR Dashboard and Absence Dashboard, appraisal tracking and providing ad-hoc reports as requested by the Director of POD and Head of HR Manager.
- Maintain GamCare's relationship with key HR suppliers, such as EAP, OH and HR database system, in order to ensure that they are providing the required level of service and support.
- Support the review of all HR processes, policies, template documents and staff handbook to ensure they remain up to date, by keeping abreast of the latest HR trends and best practice.
- When required, assist the Recruitment Team with the recruitment process by placing adverts, coordinating applicants, shortlisting and interview bookings and notifying unsuccessful candidates.
- Work with other members of the People and Organisational Development team on key HR projects in order to support a collegiate, customer focused and evidence-based service to GamCare.

Person Specification – Essential Criteria

- CIPD part-qualified
- Good working knowledge of employment law and best practice approach to HR processes
- Experience of working in a busy work environment and working to tight deadlines
- Effective HR administration skills
- Experience of using/maintaining an HR database system
- Effective written and verbal communications skills

Desirable Criteria

Qualifications/ Knowledge

- Principles of data protection and working with confidential information

Experience

- Previous experience in an HR generalist role
- Knowledge and experience of working with problem gamblers/ other addictions

Skills

- Effective people management skills
- Ability to work well under pressure and meet tight deadlines.
- Excellent organisation and time management skills
- Strong decision-making and problem-solving skills with meticulous attention to detail.
- Able to work constructively and effectively within a small team
- Able to work independently and use initiative
- A positive and solution focussed attitude

Circumstances

- Ability to work flexibility to cover absences of colleagues and work additional hours if required.

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.