

**Job Title:** HR Advisor

**Grade:** Band E

**Reports to:** HR Business Partner

**Role Responsibilities:** No line management or budget responsibilities

### The Role

Our vision is to transform lives, empowering independence through care excellence for all.

ECL provide a unique care service across Essex, West Sussex, Havering and London Borough of Barking & Dagenham supporting thousands of older people, adults with learning disabilities, adults receiving reablement services and people with sensory impairment to live safely and independently within their own homes

Our growing team of approximately 1,400 employees are helping us to achieve our vision to transform lives, empowering independence through care excellence for all.

Based in West Sussex with occasional travel to Head Office in Essex and other ECL sites, this role will provide professional HR advice and operational support to managers and employees across a health and social care setting.

The HR Advisor plays a key role in promoting best practice in people management, supporting employee wellbeing, and ensuring compliance with employment legislation and sector-specific regulations such as CQC standards.

### Job purpose

To work in partnership with aligned business leaders acting as HR Advisor, this role will work closely with operational management and HR teams to create an environment where employees feel valued, supported and aligned to ECL business objectives. The HR Advisor will ensure provision of a comprehensive HR advice and support service to managers and employees.

### Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.

- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.
- To deliver a comprehensive, professional and enabling service for ECL managers in providing effective people management for the business, coaching and developing management capability to enable them manage employment relations issues effectively.
- To support the other HR functions, such as Resourcing and Learning & Talent Development, as required with the on-boarding of new employees, including probation review process and performance management as well as supporting the design and delivery of training courses as and when required.
- To provide effective and professional human resources advice and guidance to management and employees including matters of employee relations, employee terms and conditions of employment and assisting the management of organisational change.
- Lead employees in working flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where they sit within the organisation.
- Lead the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members.

## **Duties and Responsibilities**

- Advise managers and employees on HR policies, procedures, and employment law, ensuring alignment with CQC.
- Lead on employee relations matters including, but not limited to, disciplinary, grievance, absence management, and performance issues in a timely and fair manner.
- Support recruitment and retention strategies, including safer recruitment practices in line with regulatory requirements.
- Promote a culture of continuous improvement, employee engagement, to support high-quality care delivery.
- Monitor sickness absence trends and support the implementation of occupational health or wellbeing interventions.
- Maintain accurate, secure employee records using HR systems, ensuring GDPR compliance.
- Be pro-active in delivering HR-related ad hoc training sessions for line managers (e.g. managing conflict, appraisals, safer recruitment).
- Contribute to workforce planning and change management initiatives, such as restructures or TUPE processes.

- Be involved in the delivery of the People strategy for the benefit of all employees at ECL.
- Support equality, diversity and inclusion (EDI) initiatives to foster an inclusive working environment.
- Keep up to date with legislation, case law, equality & diversity and best practice in order to update managers, aid personal development and make recommendations to the Head of Department on any improvements.

### **Employee Engagement & Organisational Culture**

- Develop and execute employee engagement strategies that enhance motivation, retention and workplace satisfaction.
- Partner with management teams to embed a culture where employees feel heard, valued and committed to ECL' values and goals.
- Drive initiatives to improve workplace experience, including employee feedback mechanisms, action planning and employees first 100 days.
- Act as a change agent in organisational development, ensuring engagement remains a key focus during business transformations (e.g., restructures, TUPE, cultural shifts); leading on relevant employment processes that may be required.
- Coach and guide employees to implement best practice HR management skills.
- Develop and deliver with the Learning and Talent Development team, engaging management development training sessions in your aligned business area.

### **Leadership**

- Develops the effectiveness and capability of line manager through strong leadership aligned to ECL values.
- Creates a climate of open and honest communication within the context of partnership working.
- Builds strong collaborative working relationships both internally and externally.
- Sets an example by maintaining these standards and assisting others, including senior colleagues, to do so.
- Work in close collaboration to deliver the core business of the organisation with all members of the management team.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

## Person Specification

### Education and qualification

- CIPD Level 5 (or working towards) or equivalent HR qualification.

### Skills and Experience

- Strong understanding of UK employment law and HR best practices.
- Experience managing employee relations casework independently.
- Ability to work with sensitivity and discretion in a confidential environment
- Experience supporting HR in a care home, NHS trust, or domiciliary care setting.
- Experience in leading culture change at management level
- Proven experience in driving employee engagement
- Strong influencing, coaching and relationship building skills
- Expertise in the ability to analyse workforce data, identify trends and create local action plans
- Commitment to and understanding of DEI (Diversity, Equity & Inclusion)
- Excellent communication, problem solving and conflict resolution skills
- Demonstrated ability to balance competing priorities/projects with the ability to adapt to the changing needs of the organisation while meeting deadlines and providing high quality work and service level
- UK driving licence and ability to travel between sites when required.
- Familiarity with CQC requirements, safeguarding practices, and safer recruitment processes
- Knowledge of rota systems, shift patterns, and workforce pressures in care environments

### Values and Behaviours

Ability to demonstrate, understand and apply ECL Values (see below) and be able to evidence these attitudes and behaviours.

- Caring
- Excellence
- Integrity
- Teamwork

## Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right