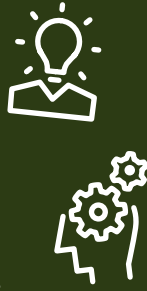


People Advisor

Don't just find a job. Feel it.



You put people at the heart of everything you do. You'll help us to deliver outstanding people practices and innovative employee engagement activities that maintain us as an inspiring and inclusive place to work. Our people will be impressed by the invaluable support you give which enables them to be in the best place to deliver outstanding service to our customers.

Connect with what you'll do

In your role, you'll:

- Provide proactive support and guidance on the full employee lifecycle.
- Support employee relations processes, making sure the focus always remains on a fair and consistent resolution.
- Support our managers to implement engagement plans that mean every employee feels valued, motivated and psychologically safe.
- Provide advice and guidance on people practices, policies and how to implement these effectively.
- Complete exit and stay interviews and provide trend analysis on a quarterly basis.
- Play an active role in delivering people activities and lead on projects to improve the employee experience
- Support individuals to use our people systems, ensuring they are utilised to their full potential
- Be involved with recruitment activities as needed.
- Keep your ear to the ground to prevent issues from escalating.
- Use data intelligently to drive better business performance and always be thinking about how we can improve our service
- Work collaboratively with others, keeping people in the loop about progress
- Be a great team player and do what it takes to keep the business moving forward

Connect with how you'll do it

We're looking for someone with experience of:

- Working at an HR generalist level in a fast-paced, customer focused environment
- Demonstrating strong and broad employee relations expertise
- Leading on projects that improve service delivery

The key behaviours we expect in the role include:

- Role modelling our values: We know our stuff / We make it happen / We care
- Effectively planning and prioritising by focusing on the things that will make the biggest difference
- Making brilliant decisions using your wisdom and experience
- Resolving issues by being flexible and open to trying new ideas
- Demonstrating great interpersonal skills to build confident, collaborative working relationships
- Being confident and assertive in dealing with challenging behaviour and situations
- Building trust by doing what you say you will
- Holding your hands up if you make a mistake and quickly re-focusing to put things right
- Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience
- Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective
- Communicate passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.