



## Yorkshire Housing Role Profile

<b>Job title:</b>	People and Culture Advisor	<b>Leader of others:</b>	No
<b>Reports to:</b>	Human Resources Business Partner	<b>Contract type:</b>	Agile-Homeworking
<b>Business area:</b>	People and Culture	<b>Car allowance:</b>	No
<b>Budget holder:</b>	No	<b>DBS required:</b>	No

### Job purpose

To deliver a proactive and customer obsessed People and Culture advisory service to all colleagues at YH; being responsible for supporting all of our people to have a great personalised experience whether it's related to a change, health and wellbeing or a more formal process. The People and Culture Advisor is the first point of contact for managers in their business areas; making sure they have the tools, information and skills they need to be great people managers Providing valued and appropriate advice, support and challenge (when needed).

They act as an ambassador for a people centric and customer obsessed approach when supporting the day-to-day operations of their business area. Providing information and support to colleagues as needed and working with the wider People Team colleagues to make sure the colleague experience is seamless and positive.

Having responsibility for leading on and driving engagement with key people/business wide projects and approaches such as health and wellbeing, Equality, Diversity and Inclusion, colleague forums and networks across the business.

### Key responsibilities

#### Colleague Experience

- Work collaboratively with our Recruitment Advisors, Hiring Managers and HR Operations Team to make sure the recruitment and on boarding journey and new colleagues experience is engaging and inclusive.
- Support improvements to this part of the colleague journey where they're needed to make sure it delivers what we promise.
- Work with our Recruitment Advisors to make sure we're proactive and innovative in how we attract and select the best candidates; this might be by helping with interviews, supporting recruitment campaigns or planning new ways to attract the right people.
- Proactively lean in to and explore people issues with curiosity and compassion, always looking to improve the 'colleague as a customer' experience, to make pre-emptive changes to processes, policies and our approach.
- Coach and empower managers to deal with and resolve people related matters issues in a way which supports our adult to adult, customer obsessed culture, whilst protecting the people involved and managing the risk to the business.
- Support your business area to identify learning and development needs and work with your HRBP and L&OD Partner to design and deliver appropriate and effective solutions which continuously develop and improve performance.

- Own the leavers process so that colleagues receive a considered experience no matter what their reason for leaving.

### **Being a Trusted Advisor**

- Develop a robust and valued relationship with managers and colleagues across the business as a trusted advisor, particularly when dealing with employee relations matters.
- Make sure all colleagues experience an outstanding customer experience by delivering on what you say you will, adding value and providing support to colleagues and managers in a proactive and timely way.
- Provide regular business critical people insights and regular updates on all things people from your business areas and work with managers to make improvements to the colleagues experience within their area using an evidence and insight based approach.
- Work with your HR BP and the HR Operations team to deliver meaningful insights for your business area e.g. absenteeism, turnover, recruitment data and culture indicators, to help the BP's develop action plans with their stakeholders that support the People Plan.

### **Delivering our People & Culture strategy**

- Work with the BP's and Senior BP to identify initiatives that will deliver the People & Culture strategy to create an amazing colleague experience and deliver our aim to be an employer of choice.
- Review the holistic colleague life cycle to identify opportunities to enhance the experience of all colleagues.
- Implement specific People & Culture/business projects such as health and wellbeing, Equality, Diversity and Inclusion, colleague forums and networks across the business.

## **What you'll bring to the role**

### **The main things:**

- A proactive can-do customer obsessed approach, always assessing and identifying ways to improve the whole colleague experience.
- Strong demonstratable communication and interpersonal skills with a proactive, curious and compassionate nature. A confident communicator and collaborator at all levels, both internally and externally.
- Proven experience of developing, maintaining and influencing successful relationships internally and externally with the ability to challenge and coach managers, always acting with integrity.
- The ability to step away from the norm of dealing with any people challenges, taking an innovative and people centric approach which encourages a more informal and sustained resolution.
- Experienced and confident in dealing with all employee relations issues, with a particular focus on early and informal conflict resolution.
- Have a CIPD Level 5 qualification or be part Level 5 qualified and associate CIPD membership.
- Up to date, subject matter expert of UK employment law and how to communicate this effectively to support managers and manage risk to the business.
- At ease working independently and collaboratively as part of a team.

- Ability to embrace challenges and being able to identify opportunities for positive change and apply this to deliver improvements.
- Encourages managers to face into people challenges as soon as they occur, empowering them to develop their confidence, capabilities and move to a more pre-emptive approach to reduce and minimise issues happening.
- Gives robust but empathetic advice and guidance whilst weighing up risks to all people managers, colleagues and the business and makes recommendations to resolve.
- Excellent time management and organisational skills with the ability to deal with a number of activities simultaneously and prioritise accordingly.
- Excellent attention to detail and methodical approach to record keeping.
- An eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

**It would be a bonus if you have:**

- CIPD Level 7 qualification membership
- Mediation and/or coaching qualification
- Experience and are comfortable working in an agile and remote environment

**Our values:**

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say

**Be curious** • Think differently • Ask questions • Keep learning

**Make it happen** • Own it • Do it • Be empowered

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion

**Have fun** • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

**Date Role Profile last reviewed:**

July 2024