

Job Description: People Advisor (Central)

Reports to: HR Business Partner (Central)

Location: West London – currently operating an agile working policy with two core days (Mon and Weds) in the office

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £35,000 to £40,000 (depending on experience)

About The Role

Supporting the People Business Partner with the delivery of a proactive, effective and efficient People service for Ark (which includes its International team and the Ventures) and Ark Schools' centralised departments which service the Ark Schools network. In this document these client groups are referred to as "Ark".

This role is primarily comprised of the following areas:

- HR queries, advice and associated administration
- Manage OH referrals
- New starter and leaver end to end processing
- Vacancy and contractual management
- Reporting, monitoring and audit
- Policy management and review

Key responsibilities:

Advisory

- Delivering an effective, efficient, and engaging first point of contact HR service, in line with Ark's Policies and own ER knowledge, to all employees of Ark including associated HR administration (including note taking, preparing letters and advising during meetings)
- Build and maintain strong stakeholder relationships with the People Business Partner and Ark's employees at all levels
- Design and deliver customised People training
- Support the People Business Partner with design, development and maintenance of effective Ark Intranet Resources with the end user at the forefront of design
- Support Business Partner with restructures and TUPE transfer processes
- Support and/or lead project work in support of Ark's plans and priorities
- Manage and maintain Induction & Probation process; support hiring managers with the process following a New Starter Form request
- Conduct Family leave meetings and risk assessments including producing letters
- Hold Exit interviews with departing employees
- Work closely with People Officers to support Payroll information

Process

- Provide support to People Business Partner with the effective delivery and reporting on Ark's performance management appraisal processes and Pay Review processes
- Manage all of Ark Vacancies and Contractor requests including the Vacancy Request Form process, working with the lead for Central recruitment to ensure a consistent and seamless service for the hiring manager
- Effective delivery of the new starter and leaver experiences across Ark Central including working with the People Operations team to automate these processes where possible

- Management of the HR tracker and updating the HRIS with family absences to ensure correct pay applied
- Management of the ER tracker
- Lead on the review of Central People policies, ensuring these are regularly reviewed and updated and that any recommended amendments to the policies (whether process or entitlement related) are clearly communicated to the Central Business Partner for approval
- Supporting the Central Business Partner and People Operations Team with the effective delivery of the training activities to the Central team
- As part of the wider People team, support with general team administration as needed

Data & Monitoring

- Develop meaningful data analysis and insight to review effectiveness of areas of own responsibility, always seeking ways to improve practices
- Develop reports and monitor data as required
- Monitor absences recorded on HR database Cezanne
- Approve Probation forms via Cezanne
- Collate Exit Interview feedback for common themes following the meetings

CPD/Other

- Keep abreast of HR best practice, legislative changes and new developments to continuously develop and improve knowledge and skills and broaden the understanding of inter-relationships between the range of human resources activities and functions
- Be committed the development plan established in connection with growing into role
- Lead and/or support People team projects as required

Person Specification: People Advisor (Central)

Qualifications

- CIPD Level 5 qualified
- Commitment to Continuous Professional Development in HR field

Knowledge & Skills

- Experience working within a HR function, with exposure to all areas of HR; Recruitment, Learning & Development, Payroll, Systems & Employee Relations
- Experience with delivering a high standard of customer service
- Up-to-date knowledge and understanding of the ACAS Code and statutory employment laws (working time directive, minimum wage and family friendly rights as a minimum) A wider knowledge of HR best practice advantageous but not essential if willing to work towards this
- Demonstrable skill at carrying out attention to detail activities, in particular when using Excel

Personal Qualities

Demonstrates at least Band One of the CIPD Professional Map Behaviours (progressing to Band Two for the full scope of this role) covering the following:

- **Curious** – is future-focused, inquisitive and open-minded; seeks out evolving and innovative ways to add value to the organisation
- **Decisive thinker** – demonstrates the ability to analyse and understand data and information quickly. Uses information, insights and knowledge in a structured way to identify options, make recommendations and make robust, defensible decisions
- **Role model** – consistently leads by example. Acts with integrity, impartiality and independence, balancing personal, organisation and legal parameters
- **Courage to challenge** – shows courage and confidence to speak up skilfully, challenging others even when confronted with resistance or unfamiliar circumstances
- **Driven to deliver** – demonstrates determination, resourcefulness and purpose to deliver the best results for the organisation
- **Collaborative** – works effectively and inclusively with a range of people, both within and outside of the organisation
- **Professionally credible** – builds and delivers professionalism through combining commercial and HR expertise to bring value to the organisation, stakeholders and peers
- **Skilled influencer** – demonstrates the ability to influence to gain the necessary commitment and support from diverse stakeholders in pursuit of organisation value

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature

of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).