

# People Advisor

## People & Payroll Team

### About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

If you come and work with us, you'll join around 240 colleagues and 110 volunteers who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

### What you'll be a part of

Reporting to the Director of People & Culture, People & Payroll are a small team at the very heart of Age UK Lancashire, responsible for the entire employee lifecycle, from recruitment, selection and onboarding, to learning and development, colleague engagement, compensation & rewards and culture.

Joining a thriving organisation, we'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

### The Job

As a key member of the People & Payroll team, in this varied role you will be providing generalist HR support across all areas of the charity, advising on best practice for all aspects of the employee lifecycle, and working with a values driven approach.

As an experienced HR Advisor, you will provide comprehensive advice on policy and procedure, performance management and absence management, tailoring advice to fit individual circumstances where appropriate.

You will assist in the development and implementation of People initiatives and programs including Colleague Surveys, Learning & Development Diversity, Equity & Inclusivity, Wellbeing and Employee and Volunteer Engagement.

With a strong understanding of GDPR, you will support the maintenance of up-to-date and accurate employee records, ensuring compliance with data protection regulations, and improving systems where possible.



#### Employee Quote

*"Age UK Lancashire is a great place to work. Every day brings something new and supporting our services and the incredible work they do makes me feel so proud. Everyone is so friendly and helpful."*

Working proactively, you will prepare and analyse HR reports and metrics to identify trends and areas for improvement.

You will support our Learning & Development initiatives administering our online learning platform, supporting outsourced training, and coaching managers where appropriate.

You will undertake HR administration processes, including meeting note taking, onboarding and offboarding, drafting letters, employment contracts, policies and other HR-related documentation accurately and efficiently.

### Key Relationships & Stakeholders

- ✓ The wider People & Payroll team
- ✓ Age UK Lancashire's managers, colleagues and volunteers
- ✓ Our employment law advisors
- ✓ External professionals including employment law advisers, occupational health, systems providers, learning providers

### What we are looking for

An **experienced People professional** with a strong understanding of the **HR generalist** functions, you will be able to balance the needs of the charity, with the needs of our colleagues and volunteers.

Focused on providing a consistent high-quality service which is **person-centred**, you will be able to use your **decision-making skills** to manage and prioritise a varied workload.

Experienced in supporting and advising in disciplinary processes, grievances, and absence management with the ability to conduct thorough investigations and analyse evidence objectively

You should be able to **communicate effectively** to build relationships with colleagues, managers and other stakeholders.

Utilising a range of IT and digital resources including HR software, you will be able to **create reports, analyse data, make recommendations**, and support others.

Experience of working in the voluntary sector would be advantageous but not essential.

CIPD Level 5 or working towards

**Annual leave:** 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

**Driving:** To be successful you will require a full driving licence and access to a car enabling you to attend meetings as required.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

