

JOB TITLE: People Advisor

REPORTS TO: Senior People Business Partner

RESPONSIBLE FOR: No Direct line management responsibility

Who are Accent?

We own around 20,400 houses across the North, East and South of the country. They are home to over 41,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

Job Purpose

- You will work directly with the Senior People Business Partner and support the delivery of the people strategy.
- Oversee the colleague experience, end to end, across all aspects of life in Accent working closely with leaders to ensure the colleague experience is in line with our values and expectations.
- Ensure all aspects of account management are managed effectively, from talent resourcing, onboarding, training and development, colleague lifecycle, establishment management and workforce planning.
- Manage disciplinary and grievance issues as they arise.
- Embed our values, employee brand and colleague experience, ensuring it is visible, relatable, and authentic.
- Support the Senior People Business Partner to develop and deliver, colleague engagement. Ensure we develop and embed a dynamic, inclusive working environment where all colleagues feel valued and accepted for who they are and can bring their authentic selves to work.
- Support the work on organisational effectiveness working with leaders and Senior People Business Partner to deliver restructures, change and improved ways of working.
- Act as a trusted advisor and coach to leaders as needed.
- Excite, inspire, and influence others, by bringing the people strategy to life in all you do.



- Along with Senior People Business Partner take full ownership of all people matters in your areas.

Account Management

- Support and provide people advisory service to leaders.
- Develop and implement best practice people practices across the organisation.
- To provide regular and consistent people support to all nominated managers, covering all elements of account management, including case management, people metrics, turnover, absence analysis, recruitment and retention and together with Senior People Business Partner take positive action to address areas of concern.
- Review trends and patterns of KPIs to ensure we address the root cause of issues and concerns.
- Together with Senior People Business Partner work on the HR aspects of TUPE transfers including consultation as required.
- Support leaders in developing and implementing change programmes, ensuring all change programmes are linked to aims of the team and organisation.
- Able to navigate and guide leaders and colleagues through transformation programmes to embed and ensure sustainable outcomes of transformation.
- Work collaboratively to support the talent acquisition process, including recruitment, selection, and onboarding.
- Support all leaders to manage selection process providing the right framework to deliver an outstanding experience for all candidates.
- Ensure your leaders are delivering an effective onboarding and early development programme for new starters.
- Ensure all elements of account management compliance are followed appropriately with all aspects of the people function, policies, procedures.
- Develop, implement, and communicate People policies and procedures in compliance with employment laws and regulations on a consistent basis across Accent.
- Provide guidance and support to managers and employees on People matters, ensuring fairness and consistency.
- Manage employee relations issues, investigations, and conflict resolution, ensuring current employment law knowledge is current and relevant.
- Responsible for a range of employment processes, including exit interviews and employment reviews.
- Provide guidance and support to managers and employees, ensuring fair and consistent treatment and compliance with company policies.
- Build brilliant services and support for our customers and colleagues.
- Ensure leaders deliver on all mandatory training and ensure 100% compliance.
- Support the building of a strong succession planning and talent mapping to ensure we can maximise talent within the organisation.

People Strategy and Projects

- To support and deliver people service projects assigned to you, collaborate and work across all teams to ensure successful delivery, launch and embedding of projects.

Colleague Experience, Engagement & Culture

- Support all elements of employee lifecycle. Support all initiatives to foster a positive work culture, employee engagement, and retention in your area.



- Enhance employee satisfaction, well-being, and work-life balance and follow up on Hive engagement action plans.
- To support the development of interventions that secure the right behaviours and culture across the organisation.
- Support leaders to develop their teams and build high performance at every level of the organisation.
- Excite, inspire, and drive forward the right behaviours in others.

Performance & People Development

- Help embed a new overarching performance development framework, using 121s, PDRs and performance reviews ensuring every colleague can truly thrive at work.
- Champion and drive forward the development of talent in your area to ensure we build a strong reputation for development talent.

Reward and Appreciation

- Have a clear understanding of our approach to reward and recognition across the organisation.

Analytics

- Insight lead HR: using data to inform discussion and debate. To be curious and use data to understand patterns and trends and drive better outcomes.
- Analyse HR metrics and develop approaches to trends and patterns to help address root causes and build sustainable solutions.

Trusted People Advisor

- To act as challenger, coach, trusted advisor, and critical friend to develop and build leadership and colleague capability across the organisation.
- Develop robust stakeholder relationships.

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.



What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours



The must haves:

- CIPD qualified – Level 5 or have the relevant experience.
- Experience of working in HR / as a People Advisor.
- Experience of supporting Senior People Business Partners.
- Experience of supporting change initiatives.
- Strong understanding of UK Employment Law.
- Experience of supporting and coaching leaders would be beneficial.
- In depth knowledge of HR practices and processes.
- Strong communication skills.
- Highly organised and outcome focused.
- Experience of current and relevant trends.
- Ability and evidence to influence stakeholders.
- Strategic and analytical thinking.
- The ability to challenge thinking.

The added extras:



- Hybrid working with 2/3 days in the office with the team in Bradford/other Accent offices.

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

