

## Job Description and Person Specification

### People Services Advisor

Job Details	
Grade	GRD7
Service	Employee Relations
Location	City Wide
Job Evaluation Code	S8051S

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

As a People Services Advisor, you will offer expert guidance on employee relations, performance management, and policy interpretation. You'll support managers and employees to ensure fair and consistent application of People Services policies. Your role is crucial in fostering a positive work environment and promoting employee well-being.

#### Main Duties & Key Accountabilities

Providing quality advice and guidance to managers ensuring that the risks associated with such cases are effectively and efficiently managed.

Managing own case load with varying levels of complexity in a timely and efficient manner.
Building and maintaining positive relationships with Trade Union representatives
Preparing papers for all aspects of employee relations casework
Participating in job evaluation panels as and when required.
Building the capability of managers through training, coaching and mentoring
Assisting in the development and implementation of People Services policies and procedures to maintain compliance.
Using People Services systems, tools and processes to drive compliance and effectively question managers
Managing team members, providing direction and advice , supporting their development as well as undertaking routine line manager functions.
Supporting the Employee Relations Lead and People Services BPs on organisational change plans, for example, redundancy, service efficiency, changes to terms and conditions.
Maintaining appropriate records , systems and information in a way that allows up to date and timely information to be available.

Key Relationships	
External:	West Midlands Employers HMRC Professional networks Academy Trusts Suppliers WMCA CIPD University of Warwick/Coventry
Internal:	People Services including Health, Safety and Well-Being, Pay and Reward, Resourcing, Org Development Service Directors /Managers Trades Unions Standard Information; Information Governance

Standard Information
Post holders will be accountable for <ul style="list-style-type: none"> <li>● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of</li> </ul>

- any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
  - any other duties and responsibilities within the range of the salary grade.

### Responsible for

Not Applicable

## Person Specification

Requirements	
Knowledge	Have up to date knowledge and understanding of employment law , People Services best practice and the public sector.
Experience	Have experience of providing clear, relevant and quality People Services advice and guidance to managers on a range of employee relation issues.
	Have experience of employee relations in a unionised environment.
	Have experience of managing conflict and sensitive issues and achieving positive outcomes.
Skills And Ability	Possess good written and oral communication skills and the ability to effectively communicate ideas and information to a range of audiences and stakeholders.
	Have the ability to train and coach managers to effectively use policies and procedures.
	Have the ability to independently manage competing priorities to meet deadlines.
	Have the ability to analyse and interpret data to present with clear recommendations.
	Have the ability to build , develop, question and maintain working relationships with internal and

	external stakeholders.
Qualification	Possess CIPD (minimum Level 5)