

Assistant People Advisor

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Assistant People Advisor

Position in the organisation

Reports to the ER and Change Lead
Member of our People Partnering team
Part of our People directorate

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Assistant People Advisor will play an important role in providing first line professional and comprehensive People advice and support across the Society. Working as part of the team, supporting the operational delivery of the people plan, the role holder will assist the team with activity that provides a great employee experience.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Provide first level People advice to managers and employees, on day-to-day employee relations matters ensuring guidance aligns with policies, legislation and best practice ensuring a high quality, efficient and cost-effective service.
- In support of People Advisors, work proactively and timely in regard to individual/team deliverables (workload, cases, reports, systems, projects, tasks etc.) flexibly supporting the management of competing demands to ensure the effective delivery of team priorities, accessing line management for advice and direction as required.
- Contribute to the coordination, administration and delivery of all core case work support, inclusive of note/minute taking for employee relations cases, ensuring all files/records/case notes are accurate, up to date and appropriately stored.
- Support and advise managers in relation to sickness and attendance management, providing guidance on occupational health referrals, absence issues and return to work cases. This includes supporting managers with first level intervention meetings.
- With supervision, provide professional advice and support to managers on matters relating to disciplinary, grievance, bullying and performance management. Identify when queries require further people intervention and escalate complex issues appropriately to People Advisors or other specialists as required to enable effective closure/resolution.
- To support the ER and Change Team with the collation, analysis and presentation of a range of management reports, in accordance with business need (e.g. sickness, turnover, exit data etc.) to support effective and appropriate People management.

- Support the job evaluation scheme including reviewing job descriptions and conducting evaluations as necessary.
- With the guidance of the People Advisors, contribute to, develop and deliver in-house training initiatives as appropriate, specifically relating to the People agenda
- Maintain processes, systems, and procedures to ensure the effective delivery of the ER and Change Team functions, suggesting improvements as necessary.
- Lead the staff exit process, including conducting exit interviews, ensuring exit surveys are completed and reporting on key findings. Analyse trends and themes from data, carrying out fact finding as appropriate, escalating concerns to the ER and Change Team and delivering targeted interventions or recommendations to address recurring issues.
- Contribute across the People Partnering Team, supporting with producing and maintaining communications as well as recommending improvements to enhance the employee experience.
- Collaborate and build trusted relationships with key stakeholders and colleagues both across the People Directorate and wider to ensure a positive employee experience and drive outcomes in support of our strategic plans.
- As required, represent People Advisors at meetings and build and foster effective relationships with People colleagues and wider stakeholders.
- Provide general administrative support as requested by the ER and Change Lead as needed to ensure smooth delivery of team activities. This includes providing support to wider People projects and strategic initiatives as and when required.
- Whilst predominantly a homebased role, there is an expectation to attend in person team days (London or Birmingham) and other in person meetings on occasions as required.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.

- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills and knowledge	Application (A) or Interview (I)
Generalist HR/People knowledge base acquired through relevant training and/or Diploma/Foundation Certificate in Personnel Practice or equivalent.	A/I
Experience of working in a busy/demanding office environment, ideally in a HR or People Team.	A/I
Experience building and maintaining positive relationships with a wide range of stakeholders.	A/I
Good communication skills, both written and verbal, with the ability to present information.	A/I
Good attention to detail.	A/I
A proactive and adaptable individual who is willing to take initiative and solve problems.	A/I
Able to think quickly, adapt and respond to a range of queries from managers and colleagues.	A/I
Able to interpret, manipulate and analyse data and contribute to functional reporting as directed by line management.	A/I

Competencies and personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Able to travel and attend in person meetings as required	A/I
Excellent attention to detail.	A/I
Non-judgemental communication.	A/I
Commitment to and understanding of equal opportunities.	A/I
Understanding of the inclusion agenda and its relevance within a diverse society.	A/I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave