Job Description – People Services Adviser

About the role

Vision for People Services

To inspire our people to reach their potential so that our Students can reach theirs.

People Services is known for delivering great people solutions and we are valued for our efficiency, expertise, partnering capability and service.

Purpose Statement

The People Hub provides administrative and advisory support to all Open University staff and underpins our people strategy and vision.

This is a newly created role where the role holder will have the opportunity to work with colleagues and the Head of People Hub to shape and set up the new Hub for information, advice and guidance (IAG) and provide a first class, customer focused and best practice service to staff and managers.

As a People Services Adviser you will be part of a team that will:

- Case manage and resolve all people related enquiries using the resources available to you
- Demonstrate an in-depth knowledge and understanding of all People Services policies
- Be accountable for providing high quality and consistent advice
- Undertake administrative and operational processes relating to all People Services policy and procedures such as absence management, performance, CDSA, probation, end of fixed term contract etc. (this list is not exhaustive)
Key responsibilities

- Act as first point of contact for all staff emails, web chat and telephone enquiries – case managing and responding to general queries on all People Services policies to agreed Service Levels and KPI’s or Service Standards.

- To undertake administrative and operational processes relating to all People Services policy and procedures. Accurately record and maintain employees’ details on the people services system and databases to agreed Service Levels and KPI’s or Service Standards.

- Demonstrate strong customer service skills understanding the needs of our employees and managers.

- Provide the necessary support to staff and managers to navigate the relevant Intranet pages and promote self-service. Work with the People Services IT Systems Team providing feedback to ensure that it remains up to date and contains relevant and accurate content, identifying any gaps and areas for improvement.

- Ensure that more complex guidance requirements are identified and effectively escalated as appropriate to other specialist teams within People Services in line with the agreed service framework.

- To proactively assist in the development and continuous improvement of effective internal team working and service provision. Contributing to business improvement ideas and initiatives, making recommendations to People Services Team Manager as appropriate.

- To continually develop skills and knowledge to maintain and improve personal performance in the spirit of continuous improvement and to adopt accurate and evolving business practices and procedures.

- Work collaboratively across People Services to improve the customer experience across the end to end process and willing and open to sharing best practice.

- Support and coach managers with Sickness Support Plans, Occupational Health referrals, Performance Improvement Plans, Reasonable Adjustments Plans, Stress Risk Assessments, CDSA, probation (list not exhaustive) content to ensure good quality and consistency.

- Prepare and compile MI reports on areas such as fixed term contracts, probation, CDSA, immigration and undertaking administrative duties as required to ensure compliance within current legislation.

- To attend hearings and appeals when required to provide managers/chair of hearings with note taking support.

- Immigration: To be either a SMS Level 1 or SMS Level 2 User and to follow the University’s immigration-related policies, procedures and processes and UKVI rules and report any breaches and/or omissions immediately to their line manager and the Human-Resources-Immigration-Breach mailbox.
Skills and experience

Education, qualifications and training

Essential:

- Relevant NVQ to Level 2 or above (e.g. Customer Services or Information, Advice and Guidance, Customer Care) or equivalent experience

Knowledge, work and other relevant experience

Essential:

- Recent experience of working in a customer facing environment
- Relevant office experience, including use of Microsoft office packages
- Experience of answering and actioning diverse queries, using a wide range of information sources
- Ability to identify deficiencies in information sources and take proactive measures to improve and enhance clarity and accuracy for the service as a whole
- Evidence of applying policy or process in a previous role

Desirable:

- Experience of working in a multi-channel environment and coping with high volume
- Experience of working within a Human Resources / People Services environment
- Working knowledge and understanding of HR legislation/employment law, principles, policies and procedures

Skills, capabilities and qualities

Essential:

- Good communication skills, both oral and written: e.g. effective telephone techniques, use of plain English to explain policies and processes and to write clearly, succinctly and correctly
- Good interpersonal skills, including active listening skills and the ability to respond to identified needs through the use of varied questioning techniques.
- An ability to deal with and follow documented information and procedures: using initiative in problem-solving, whilst recognising boundaries
• Has a positive approach to customer care with the ability to communicate effectively with staff at all levels in order to build strong relationships to improve customer service standards

• Good planning and organisational skills, including the ability to cope with heavy workloads and to meet deadlines, working productively and accurately in a high pressure environment

• Evidence of working in a multifaceted and cohesive team environment

• Ability to maintain high levels of confidentiality

• Ability to continue to work in a changing and evolving environment whether it is dealing with ambiguity or change

Special working conditions

• Occasional travel to other University premises at various locations across the UK as required

Additional requirements

• Understanding of and commitment to the Equality Act 2010