

YMCA CHELTENHAM - JOB DESCRIPTION

Position Title:	HR Advisor
Location:	Based at Number 6, Vittoria Walk, Cheltenham but working across all YMCA Cheltenham sites.
Reporting to:	Head of HR
Hybrid Working Eligible:	Yes
Salary Band:	D
Hours Of Work:	30 hours (Will need to work a Friday)

JOB PURPOSE

The HR Advisor provides professional, proactive and customer-focused HR advice and support across YMCA Cheltenham. The role works in partnership with managers and employees to support people management, employee engagement, organisational effectiveness and compliance with employment legislation, organisational policies and best practice.

The HR Advisor contributes to the delivery of the People Strategy by providing expert guidance on employee relations matters, supporting workforce planning, maintaining accurate HR records and systems, and using people data to inform decision-making.

The role is responsible for ensuring that people policies and practices are applied fairly and consistently, employment legislation is adhered to, and organisational values are reflected in all people-related decisions.

You will be highly organised, able to effectively prioritise and reprioritise workloads, and capable of managing multiple priorities in a fast-paced environment.

You will be able to build effective relationships with a range of stakeholders and able to confidently provide practical and commercially focused HR advice at all times

You must also be highly competent in office technologies, including Microsoft 365, cloud-based systems and the ability to quickly learn and effectively utilise new HR systems and technologies.

KEY DUTIES & RESPONSIBILITIES

EMPLOYEE RELATIONS

- Provide timely and professional HR advice and guidance to managers and employees.
- Support employee relations cases including disciplinary, grievance, capability, absence and performance matters.

- Lead or support employee relations investigations, hearings and appeals, ensuring compliance with employment legislation, organisational policy and best practice.
- Support managers to deliver the organisation's performance and development framework, ensuring regular performance conversations, objective setting and development planning.
- Ensure all employee relations cases are handled fairly, consistently, and in accordance with company policy and employment legislation.

HR ADVICE AND SUPPORT

- Provide accurate and timely HR advice to managers and employees.
- Support managers with interpreting and implementing HR policies and procedures.
- Assist with organisational change initiatives, restructures, and consultation processes.
- Promote best practice people management across the organisation.

PERFORMANCE MANAGEMENT

- Support managers to effectively manage probation, performance, attendance and conduct issues.
- Support managers to deliver the organisation's performance and development framework, ensuring regular performance conversations, objective setting and development planning.
Alongside that ensuring annual appraisals are completed.
- Promote a culture of continuous feedback and development through regular one-to-one discussions.
- Identify performance trends and recommend interventions where appropriate.

HR TRAINING

- Working with the HR team to ensure all new starters have a HR Induction.
- Working with the HR team to ensure all Line Managers and employees are given any appropriate HR training or provided with HR briefing as and when required.

SICKNESS

- Monitor sickness absence within the organisation and provide appropriate reports to the Head of HR and Head of Health and Wellbeing.
- Ensure accurate absence records are maintained and analysed to support proactive attendance management.
- Oversee the sickness absence record keeping processes and ensure that appropriate documentation is provided by employees and Line Managers, in line with the organisation's policy and procedures.
- Working with the Head of HR and HR team to ensure appropriate next steps are taken around sickness levels, which include informal, formal meetings with Line Managers and referring employees to occupational health.
- Work collaboratively with managers and Occupational Health providers to support employee wellbeing and successful attendance outcomes.

POLICIES

- Assist the Head of HR in ensuring that all YMCA Cheltenham HR policies are and remain in line with current HR legislation and standards of Best Practice.

- Assist the Head of HR to ensure the organisation is equipped with a complete and up-to-date suite of standards, policies and procedures that are relevant to all aspects of HR in which the Charity is engaged.

LEGISLATION:

- Assist the Head of HR to ensure YMCA Cheltenham in complying with all legislation with regards to HR, recruitment, onboarding, training and retention.
- Assist the Head of HR to ensure all levels of leadership, management and employees of YMCA Cheltenham operate in full compliance of HR policies and procedures within the organisation.

HR OPERATIONS:

- Support the HR team to provide a professional HR service to YMCA Cheltenham in all matters relating to onboarding, DBS, right to work and offboarding processes.
- Support the HR team to ensure all secondments, flexible working requests, sabbaticals, are managed appropriately.
- Assist other team members to work on payroll, onboarding, offboarding and HR lifecycle when needed.
- Assist the Head of HR on a variety of different projects such as promoting the organisational benefits.
- Provide support to wider organisational administrative activities when required (for example answering the door or phone).

HR SALARY AND BENEFITS

- Working with the HR team on the pension process and working with external Payroll Providers, to ensure the organisation provide the necessary pension letters each month.
- Oversee benefits in the organisation and ensure that they are managed appropriately.
- Working with the HR team on the payment of any pay increases and the issue of appropriate communications to staff.
- Working with the HR team on the HR administrative functions of payroll, when required to ensure that all monthly payroll changes are processed accurately and in a timely manner. This will include new starters, leavers, changes of contract, salary changes, additional payments and deductions, paid and unpaid sickness, unpaid absences, parental leave and ad hoc changes.
- Communicate effectively and work professionally with the organisation's payroll providers (whether internal or external) to ensure the employees' experience runs as smoothly as possible.

RECRUITMENT:

Assist the HR team by helping manage the recruitment process and ensure the team carry out the necessary tasks. This includes:

- Support recruitment campaigns, including drafting job descriptions and advertisements.
- Coordinate interviews and selection activities and assisting when needed.
- Manage pre-employment checks and onboarding processes.
- Promote fair, inclusive and values-led recruitment practices across the organisation.
- Support workforce planning activities and succession planning discussions with managers.

REPORTING:

- Assist the Head of HR to ensure the accuracy, completeness and timeliness of all HR related records, and prepare reports as may be required by the CEO, Board of Trustees, SLT, or external organisations (e.g. Group Life Insurance).
- Analyse workforce trends and HR metrics to identify themes and recommend actions to improve employee engagement, retention, wellbeing and organisational performance.
- Support the HR team to ensure the HR team record, monitor and approve all HR matters and ensure regular reporting to the organisation via the online HR management system and through any other means as may be necessary, including the establishment and delivery of HR related KPIs.
- Attend appropriate meetings with relevant internal and external stakeholders, as and when required.
- Support the Christian ethos of the Association in all aspects of the work.

PROFILE

The ideal candidate for the role of the HR Advisor will possess:

Qualifications

- A minimum Level 4 professional qualification in HR (Level 5 is desirable).
- Member of a relevant professional body.
- Evidence of relevant Continuous Professional Development.

Competencies, Technical Skills & Experience

- Demonstrable HR advisory experience within a generalist HR environment.
- Up-to-date knowledge of UK employment law and HR best practice.
- Experience managing disciplinary, grievance, absence and capability processes.
- Experience using HRIS platforms and Microsoft 365 applications.
- Ability to analyse HR data and produce accurate reports.
- Strong organisational, planning and prioritisation skills.
- Excellent written and verbal communication skills.

Personal Qualities

- **People-centred:** builds trust and understands the challenges within the organisation.
- **Advisor and expert:** provides excellent advice to all the workforce.
- **Collaborative & Influential:** builds trust across teams and partners; confident negotiator.
- **Organised & Resilient:** manages competing priorities, stays calm under pressure, delivers to deadlines.

- **Ethical & Professional:** champions fairness, safeguarding, and integrity in all interactions.
- **Continuous Improvement Mindset:** curious, pragmatic, and solutions-focused.
- **Eye for detail:** demonstrate an excellent attention to detail.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discreet, Ethical and Respectful to all.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of the HR Advisor. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by their Line Manager.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.