



Job Description

HR Advisor

Job Details	
Grade	B
Number of Posts	1
Department	Human Resources
Reporting to	HR People Operations Manager

Who Are We?
We are Birmingham Children's Trust. 'Working Together to make Birmingham the greatest city to grow up in.'
The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.
Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.
Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.
Our Vision: Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families. We will do this: <ul style="list-style-type: none">• with compassion and with care.• through positive relationships, building on strengths.• in collaboration with children, young people, families and partners.• by listening, involving and including.• in ways that are efficient and deliver value for money. Success will mean significant progress towards these outcomes: <ul style="list-style-type: none">• healthy, happy, resilient children living in families.• families able to make positive changes.



- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE TEAM
ACCOUNTABILITY AND RESPONSIBILITY
QUALITY AND INNOVATION
RELATIONSHIPS
HIGH SUPPORT HIGH CHALLENGE

Key Responsibilities

- To provide first point of contact resolution, to facilitate the delivery of professional, customer focused, front line telephone advice and guidance, signposting to self-service system, where appropriate.
- To work towards fostering professional working relationships within own immediate team, wider teams within HR, Manager's, Employees, Trade Union Representatives, other Local Authorities and Partners.
- To assist the team to provide effective support, and produce accurate employment related documentation, in line with relevant legislation, national terms and conditions and Trust policies and procedures.
- To assist with recruitment practices and support executive recruitment, where appropriate.
- To assist the wider team to ensure continuous improvement within the designated service areas and benchmark performance against local and national expectations.
- To assist in the promotion of self-service wherever possible, referring to specialist posts where necessary.
- To assist the team to provide competent, first point of contact, services, pertaining to employee relations, recruitment etc. via a telephony service.
- To fulfil the needs of a high-volume demand service and assisting the teams to interrogate report data in order to ensure effective service delivery.
- To support the organisation by facilitating high quality recruitment services.
- To produce high quality, accurate and timely HR employment documentation.



<ul style="list-style-type: none">• To assist the team to maintain and develop effective relationships with Trade Union colleagues.
<ul style="list-style-type: none">• To assist managers to effectively resolve low level employee relations issues in their earliest stages.
<ul style="list-style-type: none">• To maintain an awareness of key strategic and policy issues and act in accordance with the organisational values and behaviours.
<ul style="list-style-type: none">• To demonstrate a good understanding of all policies, procedures and terms and conditions of Trust employees.
<ul style="list-style-type: none">• To assist, as necessary, with the review of HR policies and procedures.
<ul style="list-style-type: none">• To observe, live and lead by the Trust's Values and Behaviours in order to achieve Birmingham Children's Trust's Purpose and Vision.
<ul style="list-style-type: none">• To be flexible in approach.
<ul style="list-style-type: none">• To promote diversity and equality of opportunity.

Key Information	
Is a Safeguarding Check needed?	<ul style="list-style-type: none">• Not Applicable
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none">• No

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/I/	Good general education, including A-C (Levels 9-4 w.e.f. June 17) GCSE passes in English and Maths
Qualifications	AF/I	Relevant vocational qualification and/or recent experience within HR Shared



		Services/Recruitment/Call Centre/HR generalist setting.
Qualifications	AF/I/Q	Working towards or currently have a CIPD certificate or diploma in HRM
Training	AF/I	Commitment to own professional development
Experience	AF/I	Experience of working in a generalist Human Resources environment
Experience	AF/I	Good grasp of HR legislation/employment law matters.
Experience	I	Knowledge of Local Government and/or public sector
Experience	AF/I	Experience of using HR systems.
Experience	AF/I	Experience of fostering effective working relationships with Trade Unions.
Experience	AF/I	Experience of working within a political environment
Experience	AF/I	Experience of working as an effective team member
Skills	AF/I	Proven ability to work in a busy environment, delivering a high demand service
Skills	E	Ability to interrogate data effectively
Skills	I	Good interpersonal skills and ability to advise and guide colleagues
Skills	I/E	Good coaching, influencing and communication skills
Skills	I	Ability to handle an active caseload, escalating when necessary



Skills	E	Excellent IT Literacy, particularly with regard to MS Office and databases etc
Skills	I/E	Good organisational skills, with the ability to prioritise and work to deadlines
Skills	E	Ability to work quickly with attention to detail
Skills	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

