

### JOB DESCRIPTION

<b>Job Title</b>	<b>HR &amp; Development Advisor</b>
<b>Accountable to</b>	<b>Head of People</b>
<b>Grade</b>	<b>8</b>
<b>Place of Work</b>	<b>National Office</b>
<b>Hours of Work</b>	<b>Unspecified</b>

#### **MAIN PURPOSE OF THE ROLE**

**To provide a professional service to the whole of the GMB that will meet the operating needs of the Union's management and staff and contribute to the continuing development of a progressive and proactive organisation.**

#### **MAIN RESPONSIBILITIES**

- **To support the co-ordination of the operation of the HR department, providing support and advice to managers and employees on all HR and HRD related matters**
- **To bear main responsibility for the operation of the HRIS, acting as system administrator**
- **To bear overall responsibility for the operation and development of the staff LMS platform, acting as system administrator**
- **To bear main responsibility for the HR development function**
- **To develop and maintain effective working relationships with all internal and all external stakeholders and contacts as required. Participate in the development of the GMB National HR & HRD strategy**

#### **SPECIFIC TASKS AND DUTIES**

##### **Recruitment & Talent Acquisition:**

- A. Proactively manage the end-to-end recruitment process from sign off to offer stage, ensuring it is effectively and efficiently delivered
- B. Minimise recruitment processing time by managing the sourcing scheme (focusing on use of job boards, social media and with a main focus on direct sourcing) and bear responsibility for building and maintaining relationships with external stakeholders in support of this where necessary

- C. Support, advise and partner with managers in the hiring process to ensure best practice and adherence to union processes
- D. Write engaging adverts and content and organise advertising on appropriate specialised platforms where appropriate
- E. Oversee interviews including sitting on appointment/ interview panels
- F. Create a meaningful and positive candidate experience regardless of the outcome
- G. Analyse recruitment data to support decisions and plans as necessary in line with equal opportunities /equality & inclusion protocol

**HR Generalist:**

1. Develop, lead and implement HR initiatives to continuously improve HR delivery and performance, including all research work and associated reporting as directed by Head of People
2. Manage, assess and improve on existing initiatives, including benefits, software, performance assessment processes, and training needs
3. To put out national employee communications on HR related matters
4. Provide frontline advice and guidance to staff on all policy and procedure matters, company benefits, and established processes (job evaluation/appeals, flexible working, etc)
5. Handle assigned E.R. cases on capability, grievance, disciplinary and absence management providing support, guidance, and advice to line managers on all HR and ER related matters
6. Prepare items for the Head of People and Management Teams to be included in agendas for negotiating/consultative meetings. Attend and participate in such meetings when required.
7. Responsible for full employee life cycle management, from induction and on-boarding through to off-boarding leavers & exit process
8. To manage the job evaluation appeals scheme, ensuring that appeals are heard and those involved in the process are trained and supported
9. Work closely with the Head of People in reviewing and revising GMB policies and procedures, including market research where required, in line with employment legislation and best practice.
10. Assist Head of People to implement new policies and procedures.
11. Management of staff benefits programmes

**Other Duties:**

- A. Responsible for sourcing and managing GMB's HR reference system (HR-Inform),

negotiating best price, agreeing service-user contracts, monitoring usage, and providing data reports to Head of People.

- B. Responsible for the Co-ordination and oversight of the Employee Assistance Program and ensure that relevant information is distributed to Head of People and other senior managers where required
- C. To review all departmental third-party provider contracts when due for renewal, conducting market research on alternate providers to ensure best price and service delivery. Negotiating improved terms or new contracts and committing GMB to these

### **HR Information System & Learning Management System:**

1. Act as the super user for two major IT systems: the HRIS & LMS (staff) systems within the union; responsible for functional system ownership/administration, ensuring continuous improvement, delivering results that meet functional process requirements and operational efficiencies.
2. Perform, manage and execute system administration activities, ensure strong frameworks and processes are in place.
3. Manage and deliver HRIS & LMS projects that support the overall HR and HR Development strategies
4. Service Management: troubleshooting user issues and provide solutions. Proactively communicate/escalate significant issues on software/bugging issues to software providers and monitor trends.
5. Directly address small system issues to provide fixes/workarounds; troubleshoot technical and data issues
6. Carry out bulk data loading of sensitive staff data
7. Deliver meaningful analytics/reporting for managers/management team
8. Responsible for managing the agreed budgets with third party suppliers and negotiating costs down as and where possible for both systems
9. Monitor, review and optimise HR processes (HRIS).
10. Assign and coordinate system management activities to regional leads (HRIS).
11. Train the regional HR leads to manage reporting and data entry/manipulation (HRIS)
12. Train system users on functionalities and new features (HRIS)
13. Work with the HR leads to maintain a high degree of data accuracy, suggesting improvements and efficiencies to better meet requirements (HRIS)
14. Conduct regular auditing of HR data to ensure data accuracy and integrity.

15. Compile data reporting for Chief accountant and senior national finance assistant for auditing and payroll processing purposes (HRIS)
16. Responsible for identifying and building functional enhancements within the system, creating and structuring the process workflows, planning and managing the required configuration in liaison with the software provider where needed, limiting risks and impact on existing processes/data (LMS)
17. Manage and lead on various systems improvements together with stakeholders from different parts of the union (LMS).
18. Log training workshops and create training records through the LMS and bulk export data to HRIS
19. Build, manage and maintain LMS assessments, question banks and structured learner pathways

### **Training & Development:**

- A. Responsible for a development budget of £175,000
- B. Work with appropriate trainers to develop training solutions through a blended learning and online solution approach, engaging a range of methodologies to effectively deliver learning interventions
- C. Identify, appoint and instruct training consultants and work closely with them to devise suitable and specific programmes and interventions for GMB development needs, ensuring compliance with HRD objectives
- D. Maintain oversight of the union's training provision and make changes where necessary to ensure learning interventions develop staff in line with union priorities.
- E. Annually review skills and roles against competitor trends.
- F. Ensure that interventions include evaluation of their effectiveness and analyse participant feedback, working with facilitators to re-design interventions where necessary to maintain appropriate return on investment and find new and better ways to operate
- G. Work alongside the National Education Officer to help create and implement a comprehensive on-boarding program for new officers in line with GMB@Work principles.
- H. Support GMB apprenticeship programmes (Organiser and Leadership & Management) working closely with the National Education Officer to ensure both remain effective and relevant to union objectives and efficiently draw down apprenticeship funding levies
- I. Be pro-active with managers/management team to ensure development engagement remains high and is utilised appropriately.

- J. Develop and embed appropriate interventions/solutions in support of a wider management development framework
- K. Review existing frameworks and processes in conjunction with the Head of People
- L. Ensure effective communication of any new initiatives, engaging with staff across the organisation.
- M. Arrange both small and large scale in-person training events, handling all logistics, standalone budgets, operations, scheduling, delegate/facilitator/speaker(s) co-ordination and correspondence

**PERSON SPECIFICATION:**

- Must be CIPD qualified to at least level 5, level 7 desirable
- Demonstrable experience in a HR generalist role with a focus on HR development and information system management
- Employee Relations case management experience
- Experience in leading HR information systems, related processes and services solutions.
- Project management capability and personal organisation skills, in particular, delivering against projected timelines.
- Analytically minded with the ability to use data to inform decisions.
- Excellent communicator both written and verbal with ability to translate technical information to simple language and influence stakeholders at all levels of the business
- Experience of maintaining the security and confidentiality of sensitive data.
- A strong team focus and excellent relationship building skills. A proven record of building, managing and maintaining strong working relationships with external consultants/stakeholders
- Experience of promoting equality and diversity in all aspects of employment and service delivery
- Strong IT skills, with experience of building new platforms
- Excellent organisational skills
- Effective Project Management skills
- Good working knowledge of training and design delivery methodologies
- Will be required to travel around GMB regions and work some unsociable hours, so flexibility is a must