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| **Secure Trust Bank Group**  **People Advisor** | |
| **Job Level**: 4  **Career Path:** Individual Contributor  **Core Job Title:** Technical Expert 1  **Reporting** **To**: Senior People Partner  **Location**: Hybrid with regular Cardiff office attendance | |
| Secure Trust Bank Group (STBG) is an established, well-funded and capitalised UK specialist lender bank with over 60 years trading record. The Group's diversified lending portfolio currently focuses on two sectors (i) Business Finance through its Commercial Finance and Real Estate Finance Divisions (ii) Consumer Finance through its Retail Finance Divisions.  Our customers are at the heart of everything we do, but we can’t achieve our customer focused strategy without the right people in our team. At STBG, we know that people are our biggest investment, which is why a career with us is not just a job. It’s the chance to be part of something bigger, to add real value to the Bank and help us constantly improve, in order to achieve our vision to be the most trusted specialist lender in the UK. We believe in giving our staff autonomy, with initiative and exceptional performance recognised through a variety of individual and team awards and incentives. All our employees have a tangible impact on the Group’s core values, and we are looking for candidates who are enthusiastic, proactive and enjoy working in a fast paced environment. | |
| **Job Description** | **Job Purpose**  To support the effective delivery of the People and Communciation Strategy by providing expert guidance, advice and support to Managers and Employees across the business on the full range of people support including employee relations, performance management, policy interpretation and supporting key people initiatives ensuring alignment with employment legislation and best practice.  **Key Responsibilities**   * Proactively coach, advise and influence where necessary line managers and colleagues on People policies and procedures and guide and support them to resolve employment relations queries and casework fairly, timely and effectively, whether formally or informally. * Manage complex and non-complex employee relations issues including, sickness and other types of absence, investigations and disciplinary, grievances, family friendly leave, flexible working, capability, formal reviews, underperformance, leavers, exit interviews, etc., in line with relevant company policies and procedures. * Draft, advice on and review written documentation relating to ER casework (including but not limited to note taking, investigation reports and letters of invite to formal meetings and case outcomes), providing commercially focused advice to managers on potential risks to the business and escalating where necessary. * Identify people management learning needs on dealing with employee relations related issues and when appropriate, design and deliver line manager training (including People team Masterclasses, line manager induction and workshops) to support upskilling those managers**.** * Keep accurate and timely records and monitor, collate, evaluate and communicate management information (MI) on key people related activites and metrics (e.g. absence, turnover/retention, exit interviews, casework,etc.) with a commercial priority to internal stakeholders. Identifying trends and issues and providing a clear approach to actions and resolutions to the Senior People Partners. * Own the development of allocated people policies and procedures and identify opportunities for appropriate policy improvement and procedure streamlining, ensure adherence to relevant and up to date legislation. * Collaborate with and support the Senior People Partners to improve key results areas and indicators (e.g. attrition and turnover, performance and productivity, talent and succession and short and long-term absence) and assist in the development and implementation of change management programmes in support of business objectives. * Take an active role in the delivery of Group People and Communication objectives, initiatives and projects. Ensuring active and measurable engagement in at least 1 key project per year as agreed with your People Lead. * Collaborate with the business in facilitating employee network groups, such as the Inclusioneers, Wellbeing Champions and Employee Voice. * Maintain up-to-date knowledge of UK employment legislation and proactively share updates in Generalist meetings. |
| **Specification** | **Skills, knowledge and experience**   * Expertise and demonstrable experience in employee relations with a strong, up to date working knowledge of employment legislation and codes of practice. * Proven track record of working on and confidently resolving complex ER cases through to completion whilst managing multiple and competing priorities. * Proactive, resilient, organised, logical and pragmatic approach to problem solving. * Excellent verbal and written communicator with an ability to build strong relationships with stakeholders. * Ability to manage competing priorities and work to tight deadlines. * Strong attention to detail and organisational skills. * Commercially minded balanced with a strong customer focus. * Strong influencing skills with an excellent coaching style and ability to challenge constructively. * Proficient use of MS Office applications is essential. * Demonstratble experience supporting People Projects. * Experience in financial services industry and delivery of organisational change would be advantageous but not essential.   **Qualifications**   * CIPD level 5 qualification or equivalent demonstrable experience and knowledge.   **Behavioural competencies**   * Risk Aware – We keep our customers and ourselves safe and secure * Ownership –We take personal responsibility for our actions * Teamwork – We achieve more when we work well together * Future orientated – We embrace change and implement good ideas to give us a competitive advantage. * Performance Driven – To be the most trusted specialist lender in the UK, we take personal accountability for our performance * Customer focused – Our customers are at the heart of everything we do |