

JOB PACK

People Advisor

Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Medical Clearance:	In addition, any offer is also subject to receipt of medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The People Team is a dynamic and collaborative function dedicated to creating a positive colleague experience across the organisation.

Comprised of People Operations and People Development, our team supports colleagues throughout their employment journey.

We work closely with teams across the business to ensure our people remain at the centre of every decision. From employee relations and recruitment to engagement initiatives, learning and development, and wellbeing, we provide the support and guidance needed to help colleagues and the organisation succeed.

Role Summary

The successful People Advisor will act as the primary People Team contact for designated business areas across the Group, delivering a proactive, customer-focused HR advisory service. The role is heavily employee relations focused and will support managers and leaders in navigating a broad range of people matters, ensuring that Group policies, procedures and employment legislation are applied fairly, consistently and effectively.

The post holder will provide expert guidance on absence management, performance management, disciplinary, grievance, capability, conduct and organisational change matters, taking ownership of a varied caseload and supporting managers to achieve positive business and colleague outcomes.

Working closely with leaders and managers, the People Advisor will confidently challenge, influence and coach stakeholders to drive business change, improve management capability and support organisational objectives. The role requires strong problem-solving skills, sound judgement and the ability to provide pragmatic advice that balances legal compliance, commercial considerations and colleague experience.

The successful candidate will possess a strong working knowledge of UK employment law and current HR best practice, enabling them to identify risk, recommend appropriate solutions and ensure all actions align with Group policies, procedures and values.

Responsible To: Senior HR Business Partner

MAIN TASKS OR ACTIVITIES

1. Provide a key contact service to both Management and colleagues across the Group.

2. Coach and support managers to build confidence and capability in all areas of people management.

3. Lead and support a wide range of complex employee relations cases, including disciplinary, grievance, capability, conduct, TUPE, redundancy, consultations, absence and performance matters, delivering pragmatic, legally compliant advice and solutions that support both colleagues and the business.

4. Monitor absence trends and support managers in reducing absence levels through effective case management ensuring KPI compliance is achieved.

5. Provide support to recruitment and selection processes and assist the People Advisory team to quality check 20% of interviews taking place across the Group.

6. Support the development and delivery of management training sessions on people-related policies and procedures.

7. Maintain accurate and compliant case records and documentation.

8. Operate within a culture of wellbeing to optimise attendance levels within the business by supporting and managing colleagues back to work.

9. Develop and maintain effective relationships with recognised Trade Unions, supporting consultation, negotiation, and employee relations matters to ensure positive colleague outcomes and compliance with employment legislation.

10. Work closely with managers and colleagues to improve working relationships, build morale and increase engagement.

11. Identify opportunities to improve people processes, management practices and colleague experience by effectively delivering our People Strategy.

12. Ensure you work in accordance with the Financial Regulations at all times.

13. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.

14. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

15. To carry out any other duties as required as required by the People Team, Group Directors or Operation Directors, Deputy Chief Executive and Chief Executive commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:	• CIPD Level 7 qualification or currently working towards with achievement in the next 12 months. • Previous experience in an Employee Relations Advisor, HR Advisor or Employee Relations Specialist role. • Demonstrable experience managing a broad range of Employee Relations casework, including disciplinary, grievance, absence, capability, performance and organisational change matters, whilst supporting managers through complex and sensitive employee issues across multiple business areas. • Sound working knowledge of UK employment law and HR best practice, with experience interpreting and applying policies, procedures and legislation consistently and pragmatically. • Understanding of employment risk and the ability to identify and mitigate potential issues before they escalate. • Proven ability to coach, influence, challenge and support managers at all levels to apply effective people management practices. • Works collaboratively with colleagues, contributing positively to team performance and continuous improvement. • Full, valid UK driving with access to a vehicle for business use.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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