

About the role

Role

HR Advisor (Fixed Term Contract till September 2026)

Location and hours

Bristol
35 hours per week
Hybrid working with minimum 3 days per week in the office

Career Framework

Senior Specialist

Salary

Competitive Salary

What you'll be doing

We are looking for an HR Advisor to provide comprehensive HR support to our Bristol offices as well as supporting the wider HR team when capacity allows.

Reporting into the Head of HR Business Partnering, who is based in Bristol, and working closely with the HR Business Partners, the successful candidate will be responsible for providing professional, pragmatic coaching and advice to leaders, and guiding employees on a range of HR policies and processes to managers and leaders at the site.

The HR Advisor will be the first point of contact for manager queries, supporting a range of HR activities and projects whilst representing the wider HR function. The role has a significant focus on employee relations on a day to day basis.

About you

This role would be perfect for an experienced HR professional, who is passionate about HR and providing the best possible service to our business. The ideal candidate will have excellent knowledge of UK employment legislation and strong generalist HR experience, and demonstrable experience in managing high volume and complex employee relations.

They will have excellent communication, customer service and organisational skills as well as practical knowledge of Microsoft Office. They will understand the importance of getting the basics right and show an interest in ensuring the administrative aspect of the role is undertaken to the highest standards.

This role is most suited to someone who strives to provide excellent customer service, enjoys coaching managers, resolving queries and someone who seeks ways to make improvements. In addition, it is suited to someone who can work independently on a day-to-day basis, is self-organised and keen to build relationships across the organisation, gaining a strong understanding of our business objectives and the impacts this can have on our employees.

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Minimum criteria

You'll need all of these.

- Experience of managing employee relations cases
- Experience of working in a HR Advisor role or can demonstrate aptitude to operate this way.
- An understanding of current UK employment legislation
- Strong customer service ethos
- Excellent attention to detail

Desirable criteria

- Proficient in Microsoft Office
- CIPD Level 5 (or above) qualified
- Analytical skills
- Experience in supporting HR projects

Who you'll be working with

The Human Resources division currently comprises of colleagues who are based across Bristol, Edinburgh, and London. The team is made up of a HR Service Centre, a HR Business Partnering Team (of which the HR Advisor will be a member), People Experience and a Talent and Capability Team.

We're Motability Operations

About us

We're the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers' mobility in a fast-changing world. We're the UK's largest car leasing company and we help over 815,000 people get on the road.

We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs.

What we do

We lease a wide range of tailored mobility solutions to people who receive of one of the Government's qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.

At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.

The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10.

How we work

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We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](#) to find out more.

We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.

Our beliefs and values

We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.

We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.

Our values are at the heart of everything we do:

- We believe no one should be left behind → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you



Pay: competitive salary, with a yearly discretionary bonus, based on your performance



Holiday: 28 days, and you can buy and sell days



Pension: 15% non-contributory pension (9% during probation)



Health and wellbeing: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme



Development: A library of internal training on our myLearn platform



Family friendly: We have competitive family leave policies



Diversity and inclusion: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access



Helping our community: One volunteering day each year, and access to volunteering platform Neighbourly



Schemes: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers



Other, voluntary benefits: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office

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