**About the role**

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| **Role**  HR Advisor (Fixed Term Contract till December 2026) | **Location and hours**  Bristol or London  35 hours per week  Hybrid working with minimum 3 days per week in the office |
| **Career Framework**  Senior Specialist | **Salary** |
| **What you’ll be doing**  As an HR Advisor working within the People Team, you will be required to provide professional and proactive support to managers across the business in managing employee relations (ER) cases. This role is pivotal in developing people management capability by upskilling managers to confidently and effectively handle a range of employee casework. In addition to supporting and upskilling managers, you will also be expected to identify and analyse trends in employee relations, contributing to the continuous improvement of HR policies, procedures, and employee experience.  Reporting into the Performance Manager, who is based in Bristol, and working closely with the HR Business Partners, your responsibilities will include:   * **Employee Relations Support:** Providing timely, consistent and expert advice to managers on a variety of ER issues, including absence management, performance, disciplinary, grievance and other case work. Managing and guiding on end-to-end case handling, ensuring fair and legally compliant outcomes, with a focus on minimising any negative financial and reputational exposure to the business, and escalating complex or high-risk cases as necessary. * **Manager upskilling and coaching:** Supporting the development and delivery of training sessions and toolkits that build line manager confidence and capability in enhancing the performance of their teams, as well as handling ER matters. You will also be required to work with managers to promote excellent people management practices, as well as share knowledge of HR policies, procedures and employment law to encourage proactive resolution of issues * **Stakeholder Engagement & Trend Analysis:** Developing strong working relationships with managers to understand business needs and challenges. Proactively meeting with managers to review case activity, offering insights and identifying recurring issues or potential risks. Analyse data to identify trends in ER cases and collaborate with the HR team on strategic responses or process improvements. | |
| **About you**  This role would be perfect for an experienced HR Advisor, who is passionate about HR and providing the best possible service to our business. The ideal candidate will have proven experience in managing a range of employee relations cases with minimal supervision and will be confident in delivering training and coaching to managers.  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 seeking 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 — working effectively with colleagues at all levels of seniority, with the confidence to challenge where necessary. Strong time management skills and the ability to juggle multiple cases and queries simultaneously are essential, alongside a commitment to gaining a deep understanding of our business objectives and the impact these have on our employees. | |
| **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 * Experience of coaching managers   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 an HR Operations Team, a HR Business Partnering Team (of which the HR Advisor will be a member), People Experience and a Talent and Capability Team. | |
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| **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**  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](https://www.motabilityoperations.co.uk/careers/) 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 à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à 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 | | |