

Senior People Officer

Job Description

Responsible to	People and Culture Manager
Key working relationships	Director of People and Culture, People and Culture Manager, Senior Leadership Team, Managers, Employees, Payroll Provider, Benefits Providers, Recruitment Agencies and External Partners.
Grade	Level 2
Contract	Permanent
Job Purpose	The Senior People Officer is a senior HR practitioner and a subject matter expert for employee relations, recruitment, people processes and employment best practice. Working under the direction of the People and Culture Manager, the postholder acts as a trusted adviser to managers and senior leaders, providing expert guidance on people matters and supporting the delivery of organisational objectives through effective people management. The role is involved in the delivery of a broad range of people activities, including complex employee relations casework, recruitment, payroll administration, employee benefits, HR systems management, workforce reporting, employee engagement initiatives and people projects. The postholder will utilise their professional expertise to identify risks, recommend solutions, drive continuous improvement and ensure the consistent application of employment law, policy and best practice. As a senior practitioner within the People Team, the postholder will operate with a high degree of autonomy, exercising professional judgement and providing credible advice whilst supporting the People and Culture Manager in the delivery of the College's People Strategy.

Key Responsibilities

Employee Relations and People Advisory

- Act as a trusted adviser to managers and senior leaders on employee relations matters, employment law, HR policy and people management best practice.
- Lead the management of complex employee relations matters, including disciplinary, grievance, capability, probation, sickness absence, flexible working and organisational change cases.
- Conduct workplace investigations and prepare detailed investigation reports, findings and recommendations.
- Draft formal correspondence relating to employee relations matters, including outcome letters, invitations and management reports.
- Provide coaching and guidance to managers to build confidence and capability in managing people issues.
- Identify people risks and recommend practical and legally compliant solutions.
- Monitor employee relations trends and provide recommendations to improve organisational effectiveness and reduce risk.
- Escalate high-risk or particularly sensitive matters to the People and Culture Manager where appropriate.
- Maintain up-to-date knowledge of employment legislation, case law, ACAS guidance and HR best practice.

Recruitment and Talent Acquisition

- Act as the College's recruitment lead, overseeing end-to-end recruitment activity.
- Partner with managers to develop recruitment strategies, job descriptions, person specifications and attraction plans.
- Provide expert advice on recruitment best practice, selection methodologies and employment legislation.
- Oversee recruitment administration delivered through the Senior People Administrator, ensuring a professional, efficient and compliant recruitment process.

- Manage relationships with recruitment agencies and external suppliers.
- Monitor recruitment performance and identify opportunities to improve attraction, selection and onboarding outcomes.
- Support workforce planning and succession planning activities.

People Projects and Continuous Improvement

- Lead the delivery of people initiatives, projects and programmes under the direction of the People and Culture Manager.
- Support organisational change, restructures and organisational development initiatives.
- Contribute to the development and implementation of HR policies, procedures and guidance.
- Identify opportunities to improve people processes, systems and ways of working.
- Act as the People Team lead on assigned projects and initiatives.
- Support the implementation of organisational objectives through effective people interventions.

Equality, Diversity and Inclusion

- Support the delivery of the College's Equality, Diversity and Inclusion objectives and action plans.
- Promote inclusive employment practices across the employee lifecycle.
- Ensure EDI considerations are embedded within recruitment, employee relations, policy development and people processes.
- Support EDI reporting and workforce analysis.
- Champion an inclusive and respectful workplace culture.

Payroll, Benefits and Reward

- Lead the monthly payroll process through the College's outsourced payroll provider.
- Ensure payroll instructions are accurate, complete and submitted within agreed deadlines.
- Undertake detailed payroll checking and reconciliation activities.
- Investigate and resolve payroll queries and discrepancies.
- Lead the administration and annual renewal of employee benefit schemes.
- Act as the primary liaison with benefits providers and brokers.
- Support reward reviews and benchmarking exercises.
- Ensure accurate administration of pensions, benefits and associated records

HR Systems, Data and Reporting

- Maintain high standards of data integrity across all people systems.
- Ensure employee records are accurate, complete and compliant with GDPR requirements.
- Produce workforce reports, management information and people metrics.
- Analyse workforce data and provide meaningful insight, recommendations and trend analysis to support management decision-making.
- Support the development, optimisation and continuous improvement of HR systems and reporting capability.

Employee Engagement and Staff Experience

- Lead the coordination and delivery of employee engagement initiatives.
- Support the planning and delivery of staff events, wellbeing activities and recognition initiatives.
- Analyse employee feedback and survey results and make recommendations to improve engagement and employee experience.
- Support initiatives that promote a positive, inclusive and high-performing workplace culture.

HR Administration and Governance

- Maintain exceptionally high standards of HR administration and record keeping.
- Produce contracts of employment, contractual amendments and other employment documentation.
- Maintain comprehensive, accurate and confidential employee records.
- Ensure all HR administration is completed accurately and within agreed timescales.
- Support internal and external audits as required.
- Ensure compliance with employment legislation, GDPR and organisational policies.
- Maintain effective document management and governance processes.

Other Responsibilities

- Act as a role model for the College's values and behaviours.
- Maintain professional knowledge through continuing professional development.
- Support wider organisational initiatives as required.
- Undertake other duties commensurate with the level of the post.

Values

Respect each other's experience.

We celebrate the rich diversity of the RCEM ecosystem - employees, members and stakeholders. We respect each other's experience, meeting each other with dignity and humanity at all times.

Act with integrity, always.

We hold ourselves to the highest ethical standards, fostering trust and transparency within our College and with our members.

Collaborate for growth.

We know that teamwork and initiative are the key to achieving our strategic aims, and we actively seek opportunities to work together and leverage our diverse perspectives.

Innovate relentlessly.

We create the conditions for a culture of continuous improvement, nurturing creativity and the pursuit of new ideas to drive positive change within our organisation.



This comes to life when we:

- Each contribute actively to strengthening a culture where different perspectives are expressed, encouraged and heard.
- Treat colleagues, members and stakeholders as valued equals.
- Do our best to be present for each other, interacting in an open and transparent manner.
- Acknowledge & challenge inappropriate behaviours and practices, offering support and seeking solutions.



This comes to life when we:

- Do what we say we will do, communicating clearly and openly.
- Take responsibility and accountability for our actions, celebrating when things go well and staying curious about how we can learn from mistakes.
- Demonstrate patience and flexibility, even when things don't quite go to plan.
- Commit to a strong work ethic, striving to produce high quality work that is consistently delivered on time.



This comes to life when we:

- 'Collaborate by default', continually looking for ways in which we can join forces with colleagues, members and stakeholders to meet the College's objectives.
- Pay attention to the quality of our relationships, cultivating connection and fostering a positive working environment grounded in respect and integrity.
- Ask for feedback, reflect on it and learn from our personal and collective experiences.



This comes to life when we:

- Identify creative ways to optimise our resources by planning ahead and anticipating organisational, operational and customer needs and demands.
- Anticipate and welcome change as an inherent part of a growing, evolving organisation, and meet this change with hope and optimism.
- Acknowledge the importance of psychological safety as a prerequisite for innovation, actively encouraging risk-taking and creating a 'no-blame' culture.
- Have the courage to step outside our comfort zones, learning new skills and trying new approaches.
- Prioritise sustainable solutions, with choices that are in the long term interest of the College and our organisational objectives.
- Embrace the value of automation, by refining and automating processes - personally and operationally - wherever possible, to improve efficiency and effectiveness.

Person Specification

Essential

Desirable

Qualifications

- | Essential | Desirable |
|---|--|
| <ul style="list-style-type: none">• CIPD Level 5 qualified or equivalent professional experience.• Evidence of continuing professional development. | <ul style="list-style-type: none">• Workplace investigation, mediation or employment law training. |
| <h3>Practical experience</h3> | |
| <ul style="list-style-type: none">• Significant experience operating as a senior HR generalist.• Extensive experience independently managing complex employee relations matters.• Advising and influencing managers and senior leaders.• Conducting workplace investigations.• Leading HR projects and organisational initiatives.• Acting as the lead HR contact for business areas.• Managing outsourced payroll arrangements.• Leading recruitment activity and advising on workforce planning.• Administering employee benefits and annual renewals.• Managing HR systems and workforce data.• Producing workforce reports and management information.• Developing policies, procedures and management guidance.• Delivering employee engagement, wellbeing and EDI initiatives.• Drafting professional reports, formal correspondence and HR documentation. | |

Practical experience

Skills

- Excellent employee relations capability.
- Exceptional attention to detail and accuracy.
- Strong written communication skills, including report writing and formal letter drafting.
- Excellent organisational and project management skills.
- Strong analytical and problem-solving skills.
- Ability to interpret employment legislation and provide practical advice.
- Ability to influence and challenge constructively.
- Ability to communicate confidently and credibly with managers and senior leaders.
- Ability to manage multiple priorities and meet deadlines.
- Strong HR systems and Microsoft Office skills.
- Ability to maintain accurate records and documentation to a consistently high standard.
- Ability to handle sensitive and confidential information appropriately.
- Ability to work independently whilst recognising when escalation is required.

Knowledge

- Up-to-date knowledge of UK employment law and HR best practice.
- Strong understanding of employee relations processes and risk management.
- Knowledge of Equality, Diversity and Inclusion best practice.
- Knowledge of recruitment and selection best practice.
- Understanding of payroll administration and employee benefits.
- Understanding of HR systems, workforce reporting and people analytics.
- Knowledge of GDPR and data protection requirements.

Personal Attributes

- Professional, credible and approachable.
- High levels of integrity and discretion.
- Resilient and calm under pressure.
- Proactive and solutions focused.
- Customer-focused with strong attention to detail.
- Collaborative and supportive.
- Committed to continuous improvement.
- Committed to equality, diversity and inclusion.
- Takes pride in producing accurate, high-quality work.

Policies & Guidelines

College Policies and Procedures

The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

Confidentiality

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Risk Management

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Equal Opportunities

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

Additional Information

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.