

Adviser - People Services

Department	Chief Operating Office	
Division	People Services	
Reports to	Consultant or Business Partner	
JE Ref	COO500.1	
Grade:	Linked CS07-CS08	Date: 16/08/2024

Job purpose

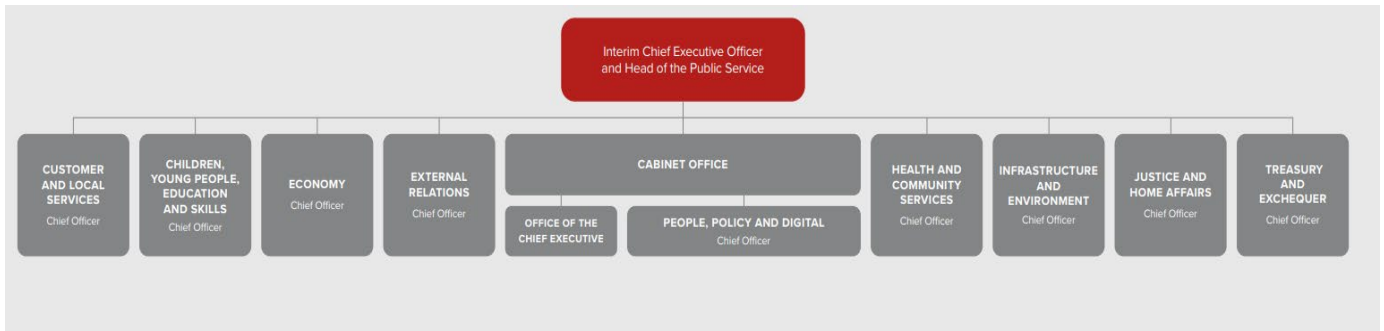
The Adviser role is a link grade of 7 and 8. Advisers who are newly appointed or who have limited experience would be a Grade 7. Grade 8 Advisers would have a minimum of three years' experience in role relevant to their existing role and be in possession of a role specific qualification or status or equivalent. To reach Grade 8, Advisers will need to demonstrate their skills and experience post qualification through a progression panel.

To provide advice on employment matters, some of which are of a highly complex or sensitive nature ensuring that Departments adopt good people practice in the management of their employees. Depending on the specific role these include managing attendance, capability, disciplinary and grievance learning & skills, resourcing and OD. This advice can be extremely delicate and requires a high degree of empathy as it may have far reaching implications both organisationally and for the employee. The advice can be complicated as several factors need to be established, which include various policies and procedures, terms and conditions, precedents and Trade Union involvement. Advisers will implement plans for the work area to ensure effective day to day operation, reviewing and monitoring service objectives and standards. The role will operate within the work area, maximising individual contribution, exercising considerable initiative and judgement to resolve operational issues. Roles will normally require detailed knowledge and experience of relevant policies and procedures, software and/or equipment, gained through significant practical experience and / or formal qualifications.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Budgetary Responsibility

Shared: £11m – minimal impact on budget at this level

Advisers do not have direct line management responsibility.

Job specific outcomes

1. Deliver a range of specialist services, resolving issues independent and, where appropriate, recommending alternate courses of action to maximise service quality, efficiency and continuity.
2. Provide advice on area of specialism to ensure compliance with government procedures, regulations, legislation and/or to influence operational decision making as appropriate.
3. Responsible for monitoring service objectives, planning and prioritising work for the months agreed and where relevant, short and medium-term team targets.
4. Perform detailed manipulation and analysis of data, highlighting and prioritising issues for further investigation and preparing reports to support decision making. Monitor data and trends to identify any changes or potential problems and help line managers to take proactive steps to remedy the situation.
5. Research, collate, organise and edit material for inclusion in reports/ documents, as appropriate.
6. Implement improvements to service provision. And be responsible for overseeing specific activities and processes to ensure the service continues to meet agreed quality standards, guidelines and procedures.
7. Assist in the delivery of the People Services Business Plan in the specialism whilst also aligning with a set of generic people deliverables detailed in the Plan.
8. Provide professional advice and guidance to Managers in relation to a range of people issues to include: terms and conditions, people policies and procedures, recruitment and

- selection, job description writing, absence management and occupational health referrals, performance management, to include capability issues, discipline, grievance and training and development and health and safety.
9. Provide professional advice and guidance to managers in the effective use of people as a resource and assist in the development and coordination of effective human resource planning across the department, e.g. workforce planning, recruitment and retention and succession planning to meet future needs.
 10. Attend and contribute at People Forums and meetings to support the GoJ provision of People Services. Participate in the development of GoJ people initiatives and policy development as required.

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills through personal development and progression in a similar related role(s) or A Levels / Level 3 NVQ or equivalent, and experience of personal development in a similar role</p>	<p>A minimum of three years' experience in a relevant role and be in possession of a role relevant qualification or status or equivalent</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Understanding and application of 'best practice' in terms of employment policies, practices and procedures</p> <p>Up to date knowledge of employment legislation</p> <p>Working knowledge of the specialism working in as well as knowledge of business operations of the departments and the People Strategy and objectives</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Able to influence managers to adopt good people practice as well as work within P&CS policy and guidelines</p> <p>Form a cohesive and supportive relationship with fellow People Services professional in order that knowledge is shared, and a positive contribution is made to the overall achievement of the service</p>	

	<p>The ability to maintain confidentiality always and in all circumstances</p> <p>Ability to demonstrate an understanding of the operational requirements, including conceptualising and interpreting service requirements</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Good verbal and written communication skills with the ability to communicate at all levels</p> <p>Understanding of relevant health and safety policies and procedures relative to the role, and the quality outputs and standards required</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body.</i></p>	<p>Experience of working independently and resolving unforeseen issues and challenges</p> <p>Detailed knowledge and experience of specialised equipment, software, policies and procedures relevant to the role</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 6 core accountabilities attributes and behaviour indicators.