

Job Title	Assistant HR Advisor
Department	Human Resources (HR)
Reports to	Senior HR Advisor
Grade	Grade 3
Purpose & Overview	<p>To support the delivery of effective HR operational and advisory services by assisting HR Advisors and HR Managers in meeting strategic objectives and local customer needs.</p> <p>The Assistant HR Advisor provides proactive, customer focused HR support across the colleague journey, acting as a first point of contact for day-to-day HR queries, supporting casework, and ensuring accurate HR administration and data management. The role also provides accurate advice and guidance on HR policies and procedures, contributes to HR project and research work, and supports recruitment activity.</p>
Key Accountabilities	<p>HR Advice & Support</p> <ul style="list-style-type: none"> Act as the first point of contact for HR queries from colleagues and managers within a designated geographical area, while also supporting HR Advisors across all areas with investigations and wider casework as required. Provide accurate advice on HR policies, procedures, and colleague processes, escalating complex matters to the Senior HR Advisor or HR Advisors as appropriate. Build effective working relationships with local managers to support consistent people management practices. <p>Casework Support</p> <ul style="list-style-type: none"> Support HR Advisors with the management of casework, including disciplinaries, grievances, performance matters, and sickness absence. Ensure all casework follows policy, is appropriately documented, and is handled in a timely manner. <p>HR Projects & Policy Work</p> <ul style="list-style-type: none"> Contribute to HR project and research activity that supports continuous improvement across the HR function. Assist in the review and development of HR policies and procedures. <p>Recruitment & Onboarding Support</p> <ul style="list-style-type: none"> Support recruitment activities in line with the WWU recruitment process. Work collaboratively with the Recruitment & Resourcing Team and HR Advisors to support interviews, offers, onboarding tasks, and pre-employment checks.

	<ul style="list-style-type: none"> • Ensure a smooth and positive colleague experience during the recruitment and onboarding stages. <p>HR Administration & Data Management</p> <ul style="list-style-type: none"> • Produce HR reports, information, and documentation as required to support managers and the wider HR team. • Ensure compliance with GDPR and confidentiality standards in all HR data handling. <p>Collaboration & Support</p> <ul style="list-style-type: none"> • Work closely with the Senior HR Advisor, receiving guidance and escalation support for cases and queries within the geographical area. • Build positive working relationships with HR Advisors, the Recruitment team, and other HR colleagues to deliver a consistent HR service across WWU.
<p>Technical Know-How & Skills</p>	<ul style="list-style-type: none"> • Experience working in a HR environment, including handling and supporting HR casework (e.g., disciplinary, grievance, performance, or sickness absence cases). • Understanding of current employment legislation and HR best practice. • Strong interpersonal and communication skills. • Analytical and problem-solving capability. • Ability to work effectively in a fast-paced environment and manage competing priorities. • Competent user of Microsoft Office, particularly Excel and Word. • Ability to balance workloads and meet deadlines.
<p>Qualifications</p>	<ul style="list-style-type: none"> • CIPD Level 3 or currently working toward it (desirable). • CIPD Associate Membership is an advantage but not essential.
<p>Job Dimensions</p>	<p>Provides first line HR support and casework assistance across all areas, working collaboratively with HR Advisors, the Senior HR Advisor, and the wider HR team.</p>