



Location: Cardiff or Redhill  
Department: HR  
Direct Reports: 0  
SMCR: No

## Senior HR Advisor

Reports to: Head of HR Operations

The Senior HR Advisor provides comprehensive generalist HR support and guidance on a wide range of HR matters in line with the company strategic plan. This includes employee relations, policy interpretation, performance management, and employee engagement initiatives. The role works in close partnership with the Head of HR Operations to effectively deliver the operational HR plan and make sure there is alignment with broader organisational goals.

## ROLE DELIVERABLES

- Provide expert advice and support on HR policies and procedures, promoting consistent and effective application across all departments.
- Act as HR point of contact for designated functions within the business.
- Interpret complex HR queries and offer practical solutions, encouraging best practice in employment legislation and operational decision-making (e.g., restructures).
- Deliver a professional employee relations service, representing the company in absence management, performance management, grievance and disciplinary procedures, and employment tribunals when required.
- Develop and implement employee relations practices and associated documentation in response to evolving business needs and legal requirements.
- Oversee timely and compliant processing of new starters and leavers, including the delivery of comprehensive induction programmes and exit interviews to provide meaningful insights into trends or issues identified.
- Support the recruitment process to make sure a fair and consistent approach is taken using competency-based interview techniques, provide advice on suitable assessment tools and interview skills coaching for managers.
- Maintain alignment with company policies and employment legislation throughout all employee lifecycle processes.
- Coordinate annual pay and bonus review processes, including policy development and performance rating reviews.
- Advise employees and managers on development opportunities, performance improvement strategies, and succession planning.
- Safeguard the integrity of HR systems data and conduct detailed MI analysis to support strategic decision-making.
- Deliver insights and recommendations using industry benchmarks and internal data.
- Provide support and cover for HR team members as needed.

## **JOB CHALLENGES**

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The Senior HR Advisor must support, guide and influence managers to make sure that actions taken comply with legislation and are delivered in a timely manner. Failure to do so could result in tribunal claims. The jobholder must be able to respond to emergency and immediate situations whilst continuing to deliver a service to all other departments.

## **EMPOWERMENT**

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The Senior HR Advisor will be responsible for deciding and implementing the most appropriate course of action to comply with company policy and UK legislation. The Senior HR Advisor is responsible for working of their own initiative and be capable to make decisions regarding implementation of most of the action relating to HR issues with support from HR Business Partners or the Head of HR Operations.

## **BUDGET RESPONSIBILITIES**

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None.

## **WORK RELATIONSHIPS**

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The Senior HR Advisor works collaboratively across all levels of the organisation, must be able to build strong relationships with Directors, senior managers, and line managers to provide expert HR guidance and support. The role also involves close coordination with the Head of HR Operations to deliver strategic and operational HR initiatives. Regular interaction with employees promoting a responsive and supportive HR presence. Partnerships with Finance, Payroll, and Learning & Development teams help align HR activities with broader business goals. The Senior HR Advisor also contributes to cross-functional projects and represents the HR department in management meetings when required.

## **CANDIDATE PROFILE**

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Foreign language skills:

- None Required.

Professional qualifications, vocational training, education level:

- CIPD Qualified – desirable.

Previous experience required:

- Operational experience of working in an HR environment at a Senior HR Advisor level essential.
- Management Information analysis desirable.

Person characteristics required:

- A passion for quality and excellence.
- Up to date knowledge of employment legislation and its application.
- Excellent communication & interpersonal skills, confident dealing with people at all levels.
- Can plan and organise effectively.
- Can demonstrate a fair and consistent approach to decision making.
- Good time management skills.
- Strong interpretation and evaluation skills.
- Ability to manage multiple, conflicting tasks and deadlines.

### **CAREER PATH (PRE & POST)**

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This position would constitute a promotion for people who have held the following positions:

- HR Advisor, Learning & Development Advisor

On leaving this position, a job that would be considered a promotion is:

- HR Business Partner