

Job Description

Job Title:	People Advisor
Department:	People Services
Reports to:	Head of People Services
Grade:	S01

Job Purpose:

The People Advisor provides professional and proactive people advice across the college and acts as the first point of contact for managers on a wide range of employee relations matters.

The role is responsible for managing lower-level employee relations cases, supporting managers to apply policies consistently, and helping to resolve people issues at an early stage. The People Advisor bridges the gap between administrative HR support and strategic HR partnering, ensuring managers receive timely, pragmatic and legally compliant advice while escalating complex, sensitive or high-risk matters to the People Partner team.

The role supports workforce processes, wellbeing initiatives and people projects, helping to deliver a positive employee experience across the college.

Key Responsibilities

Employee Relations

- Provide first-line advice and guidance to managers and employees on people policies, procedures and terms and conditions.
- Independently manage lower-level employee relations cases, including but not limited to:
 - Probation reviews
 - Informal attendance management
 - Short-term sickness absence
 - Flexible working requests
 - Informal performance concerns
 - Low-level disciplinary matters
 - Early-stage grievances
- Support formal investigations and hearings as a note taker
- Ensure employee relations cases are managed consistently, fairly and within agreed timescales.

Manager Support

- Assist managers with probation management, absence management and performance discussions.
- Promote best practice people management across the college.

Attendance, Wellbeing and Employee Support

- Assist in monitoring absence management processes and provide advice to managers.
- Liaise with Occupational Health providers where appropriate
- Support wellbeing initiatives and employee support programmes.
- Assist in identifying themes and trends relating to attendance and employee wellbeing.

Recruitment and Employee Lifecycle Support

- Provide advisory support throughout the employee lifecycle.
- Support recruitment activity, including supporting interviews.
- Work closely with People Services Administrators to ensure smooth transitions between administrative and advisory processes.
- Assist with onboarding, induction and probation processes and manager guidance.

Casework Monitoring and Reporting

- Maintain accurate employee relations records and case management information.
- Identify emerging trends and escalate risks appropriately.
- Ensure compliance with GDPR and information governance requirements.

Training and Continuous Improvement

- Support the development of guidance documents, toolkits and manager resources.
- Contribute to continuous improvement activities across the People Services function.
- Support People Partners with people initiatives and projects as required.

Partnership and Collaboration

- Work collaboratively with People Partners, Administrators, Payroll and managers.
- Build effective relationships with stakeholders across the college.
- Contribute to a positive employee relations culture based on fairness, consistency and early intervention.

General Responsibilities

- To carry out responsibilities, commensurate with the role, as defined within the following policies and procedures:
 - Equal Opportunities
 - Health, Safety & Welfare
 - Child Protection
 - Data Protection
 - Risk Management
- To undertake any other similar duties of this level as reasonably required.

Our Ways of Working at City College Norwich

Kind and Curious

Treating others how you would like to be treated and always looking for a positive solution to every problem that arises.

Open and Informative	Communicate the right information, to the right audience, at the right time, in the appropriate manner.
Respectful and Fair	To be fair, tolerant, supportive, offer impartial advice and listen to others, regardless of their background.
Collaborative and Inclusive	Promote a collaborative and inclusive culture where leadership, team ship and followship are fully integrated, acting as a role model and demonstrating a high degree of commitment, belief and pride in the College and the College's vision.
Consistent and Responsible	Proactively take responsibility to deliver an outstanding service. Actively seek to support others.

Person Specification

Job Title	People Advisor	Location	City College Norwich with some travel to Easton & Paston Sixth Form College
Department	People Services	Grade	S01
Reports to	Head of People Services	Post Reference	

Criteria	Essential (E) or Desirable (D)	How Assessed? Application (A) Interview (I) Task (T)
Qualifications / Education / Training		
1. GCSE (or equivalent) Grade C/4 or above in English and Maths	E	A
2. CIPD Level 3 qualification or equivalent	E	A
3. Chartered Institute of Personnel and Development (CIPD) qualified to level 5 or willing to work towards	D	A
4. Evidence of continuing professional development	D	A
Experience & Expertise		
Experience of working in an HR or People Services environment	E	A
Experience providing advice on HR policies and procedures	E	A/I
Experience of managing low level employee relations issues	E	A/I
Experience of note taking in HR meetings	E	A/I
Experience of sickness absence and probation management processes	E	A/I
Experience of supporting investigations, hearings or formal meetings	D	A/I
Experience of using HR systems	D	A/I
Experience of working in further education, public sector or unionised environment	D	A/I
Skills & Knowledge		
Good knowledge of UK employment legislation and HR best practice.	E	I
Ability to manage competing demands and workloads, and meet deadlines	E	I

Criteria	Essential (E) or Desirable (D)	How Assessed? Application (A) Interview (I) Task (T)
Strong interpersonal and relationship-building skills	E	I
Excellent verbal and written communication skills	E	I
Strong organisational skills and attention to detail	E	I
Ability to handle sensitive and confidential information appropriately	E	I
Data analysis and reporting skills	D	I/T
Understanding of safeguarding within an FE environment	D	I
Ways of Working & Personal Attributes		
Professional, approachable and credible	E	I
Resilient and able to remain calm under pressure	E	I
Pragmatic and solution focused	E	I
Collaborative and supportive team player	E	I
Strong customer service ethos	E	I
Committed to equality, diversity and inclusion	E	I
Committed to continual learning and improvement	E	I
Demonstrates integrity, discretion and sound judgement	E	I
Other (e.g. constraints)		
1. Willingness and ability to travel between college locations	E	I

Prepared by:	Executive Director of People	Date	September 2026
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