

Job Title: People Advisor

Location: Billericay Office (with frequent travel to our services in Rochford and Wickford)

Reports to: Head of People

Salary: £36,000 per annum (pro rata'd for the duration of the contract)

Job Type: Full-Time, Fixed Term (until 31 March 2026)

Working Arrangements: Office-based, Monday to Friday, 9am to 5pm (37.5 hours with 30-minute break)

About Us

Hamelin is redefining care for a better future. We support autistic people and individuals with learning disabilities to live their best lives and cultivate compassionate, equitable communities where they can realise their dreams.

Our work is guided by three core values:

- **We are community** – We foster belonging, build strong partnerships, and create inclusive spaces where everyone is valued.
- **We enhance lives** – We design services that empower individuals, enabling them to thrive and achieve their aspirations.
- **We think differently** – We innovate, challenge traditional approaches, and seek creative solutions to improve support and outcomes.

Role Purpose

The People Advisor is a hands-on generalist HR role, providing day-to-day HR support while playing a key part in the rollout of our new HRIS and rostering system.

Working closely with the Head of People, you will be highly visible across our services, coaching managers, supporting ER casework and helping staff adapt to new systems and streamlined processes. This is a practical, service-focused role, ideal for someone who enjoys building strong relationships and driving change.

This is a fixed-term role until 31 March 2026, created to provide dedicated HR support during a key period of change for Hamelin. A major focus of this role will be supporting the implementation and rollout of our new HRIS and rostering system, automating previously manual tasks and simplifying payroll, alongside support with employee relations case work.

While fixed term, the role offers the opportunity to be at the forefront of a significant transformation project, supporting managers and staff to embrace new systems and ways of working, with a review of ongoing requirements towards the end of the contract.

Key Responsibilities

- **HRIS & Rostering System Implementation:**
 - Act as a frontline support during the rollout of our new HRIS and rostering system.
 - Support both managers and staff to confidently adopt new systems and ways of working.

- Deliver training, troubleshoot issues, and promote consistent use of systems across services.
 - Provide feedback to the project team to continuously improve rollout and embed changes effectively.
- **Employee Relations:**
 - Provide clear, pragmatic advice to managers on ER matters including disciplinary, grievance, absence, restructures and performance management.
 - Coach managers to build confidence in managing people issues effectively.
 - Escalate complex or high-risk cases to the Head of People.
- **Payroll Support:**
 - Collaborate closely with the People Administrator and external payroll provider to ensure timely and accurate monthly payroll processing.
 - Support the transition of payroll functions into the new HRIS and rostering system, helping to automate manual tasks and improve data accuracy.
 - Act as a point of escalation for the People Administration to support with any complex payroll-related queries from managers and employees, resolving issues efficiently
- **People Projects & Service Support:**
 - Be a visible and approachable presence in services (across Essex), building trust and responding quickly to needs.
 - Assist with the delivery of HR projects, training sessions, and the collection of people metrics (e.g., absence, turnover).
 - Identify and recommend process improvements to make HR support more efficient and user-friendly.

Other Duties

- Flexibility to work occasional evenings/weekends if required.
- Frequent travel to services in Rochford and Wickford.

Mandatory Criteria

- Adherence to professional codes of conduct (e.g., CIPD).
- Responsibility for health and safety in areas of control.
- Completion of all mandatory training.

Person Specification

Qualifications:

- CIPD Level 5 or above (or working towards) (E)
- Full UK driving licence and access to vehicle (E)

Experience:

- Generalist HR experience including ER casework (E)
- Experience supporting or delivering payroll (E)
- Experience delivering training and/or coaching managers (E)
- Experience using HRIS or rostering systems (E)
- Experience in adult social care or similar regulated environment (D)

Skills and Knowledge:

- Strong communication and relationship-building skills (E)
- Confident, empathetic, and practical problem-solver (E)
- Excellent attention to detail, especially with data (E)

- Resilient, values-led, and comfortable working autonomously (E)
- Proficient in Microsoft Office and other digital systems (E)

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of People Advisor at Hamelin.