

Role title	Senior HR Advisor	Grade	
Reports to	Head of HR	Location	Central Support Office, Darlington
Job family		Hours	
Role Purpose			
Our mission is to enhance residents' lives, support our people, and drive continuous improvement through strong leadership, innovation, and values-led decision-making. The Senior HR Advisor is a key operational leadership role within the People Directorate, providing expert HR business partnering and employee relations support to Home Managers, Area Directors, Regional Directors and senior operational leaders across a designated group of homes. Reporting directly to the Head of HR, the postholder is responsible for leading, supporting and developing the HR Advisor team, ensuring the consistent delivery of high-quality, commercially focused and legally compliant HR advice across the Group. The Senior HR Advisor oversees the allocation of HR Advisor workloads, provides coaching and guidance on complex employee relations matters, monitors service delivery standards and acts as the escalation point for high-risk or sensitive people issues. Alongside managing their own portfolio of complex employee relations cases, the Senior HR Advisor works closely with the Head of HR, Recruitment Manager and wider People Team to deliver a proactive, responsive and solutions-focused HR service that supports operational excellence across the Group. This is a busy, varied and relationship-driven role requiring an experienced HR professional who is equally comfortable advising senior operational managers, leading complex employee relations cases, supporting organisational change and developing the capability of the HR Advisory team. OUR HOMES PROVIDE AN ENVIRONMENT WHERE INDIVIDUALITY IS EMPHASISED AND THE PRIVACY AND DIGNITY OF ALL OUR RESIDENTS IS RECOGNISED			
Main Activities			
HR Leadership & Team Management • Provide day-to-day leadership, supervision and support to the HR Advisor team, ensuring a consistent, high-quality HR advisory service across the Group. • Allocate and monitor workloads across HR Advisors to ensure resources are effectively managed and service standards are maintained. • Conduct regular one-to-one meetings with HR Advisors, providing coaching, performance feedback and professional development support. • Act as the first point of escalation for complex, high-risk or sensitive employee relations matters, providing guidance and direction to HR Advisors. • Review and provide quality assurance on HR correspondence, investigation reports and case documentation prepared by HR Advisors. • Promote consistency in HR advice, decision-making and policy application across the team. • Support the recruitment, induction and ongoing development of HR Advisors. • Deputise for the Head of HR where appropriate. HR Business Partnering & Advisory Support • Act as the senior HR business partner for Home Managers, Area Directors and Regional Directors across a designated area, providing expert, commercially focused and legally compliant HR advice.			

- Build strong working relationships with operational leaders, developing a thorough understanding of workforce challenges and supporting effective people management.
- Support managers in applying HR policies and procedures consistently and confidently.
- Attend homes as required to provide face-to-face HR support for formal meetings, investigations, hearings and organisational change activity.
- Escalate significant organisational risks and emerging workforce issues to the Head of HR, providing recommendations and proposed solutions.

Employee Relations Case Management

- Personally manage a portfolio of complex employee relations matters including disciplinary, grievance, capability, absence, probation, organisational change and performance management cases.
- Provide oversight and guidance to HR Advisors managing employee relations cases, ensuring consistency, quality and legal compliance.
- Support managers throughout formal HR processes, ensuring procedures are robust, documentation is accurate and outcomes are fair and defensible.
- Review investigation reports, hearing outcomes and appeal documentation for complex cases.
- Advise managers on appropriate outcomes, balancing legal risk, business needs and organisational precedent.
- Maintain oversight of employee relations activity across the HR Advisory team, ensuring timely progression of cases and effective case management.
- Identify trends within employee relations activity and recommend improvements to policies, processes and management practices.

Absence Management

- Provide expert advice on complex absence management cases, including long-term sickness, disability-related absence and capability issues.
- Support HR Advisors and managers in managing occupational health referrals and implementing appropriate workplace adjustments.
- Analyse absence trends across the Group and work with operational leaders to develop improvement plans.
- Promote consistent application of attendance management procedures across all services.

Manager Coaching & Capability Building

- Coach Home Managers, Area Directors and Regional Directors to improve confidence and capability in managing people effectively.
- Mentor HR Advisors to enhance their employee relations knowledge, coaching skills and professional judgement.
- Deliver HR training sessions and workshops for operational managers on key HR topics and legislative developments.
- Share learning from employee relations trends and case outcomes to improve management capability across the Group.

Policy Application & Compliance

- Lead the consistent application of HR policies and procedures across the Group.
- Support the Head of HR with the review, development and implementation of HR policies, ensuring they remain legally compliant and operationally effective.
- Monitor changes in employment legislation and communicate updates and best practice guidance to the HR team.
- Ensure all HR activity complies with GDPR and organisational governance requirements.

Recruitment & Onboarding Support

- Provide HR support on complex recruitment matters, ensuring compliance with safer recruitment principles and employment legislation.
- Work collaboratively with the Recruitment and Onboarding teams to resolve complex pre-employment or compliance issues.
- Support managers with probationary review processes and early performance management where required.

Workforce Data & Reporting

- Maintain oversight of employee relations activity, ensuring accurate HR records and documentation are maintained.

- Provide the Head of HR with regular reports on employee relations activity, absence trends, workforce risks and HR Advisor workloads.
- Analyse workforce data to identify trends and support strategic decision-making.
- Monitor service performance and identify opportunities for continuous improvement.

Leadership, Projects & Corporate Responsibilities

- Lead by example, modelling HC-One's core values of Quality, Innovation, Compassion, Integrity, and Respect in all aspects of the role.
- Support the Head of HR in delivering strategic HR initiatives, organisational change projects and continuous improvement programmes.
- Build collaborative working relationships across Payroll, Recruitment, Learning & Development and operational teams.
- Contribute to People Directorate meetings and support the ongoing development of the HR function.
- Champion a culture of professionalism, accountability, continuous learning and exceptional customer service within the HR team.

Safeguarding

Safeguarding is everyone's responsibility and therefore it is important that you are able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concerns. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas. You also have the ability to seek appropriate advice and report concerns, including escalation if action is not taken.

Kindness the HC-One Way

To help us understand how we need to show up to provide the kindest possible care, we have identified 5 Qualities. These are the qualities we know we can coach, support, and develop in ourselves and each other so we can support those we care for to live their best life.

We are CURIOUS: You ask questions to understand the workforce challenges managers face and the root causes behind the people issues you advise on.

We are COMPASSIONATE: You listen with genuine empathy and support colleagues and managers through difficult and sensitive people matters.

We are CREATIVE: You find practical, pragmatic solutions to complex HR issues that balance legal risk with operational needs.

We are COURAGEOUS: You confidently advise and challenge managers at all levels and make fair, defensible decisions on difficult cases.

We can be COUNTED ON: You deliver consistent, high-quality HR advice and follow through on your commitments to managers, colleagues, and the wider People team.

Qualifications and Skills Required

	Essential	Desirable
Qualifications and Knowledge	• Extensive knowledge of UK employment law and HR best practice, including safer recruitment principles, right-to-work legislation, and GDPR. • CIPD Level 5 qualified (or equivalent experience).	• CIPD Level 7 qualification.
Skills	• Excellent coaching, influencing and stakeholder management skills, with the ability to build trusted relationships with managers at all levels. • Excellent written communication skills, with experience drafting legally compliant HR correspondence.	• Ability to influence and build credibility with managers at all levels of the organisation.

	Strong organisational skills, with the ability to manage competing priorities and cases.	
Experience	- Significant experience in a Senior HR Advisor or experienced HR Advisor role within a complex, multi-site organisation. - Demonstrable experience of supervising, mentoring or leading HR professionals. - Proven experience of managing complex employee relations cases from commencement through to appeal.	- Experience within health or social care. - Experience of supporting organisational change, TUPE or restructuring projects. - Experience of producing HR management information and workforce reporting.
Personal Attributes		
Financial Accountabilities	Risk Accountabilities	Headcount Responsibility
		Direct line management of the HR Advisor team, with responsibility for the quality, consistency and delivery of HR advisory and employee relations support to managers across the Group's homes and central functions.
Special Features		
- Disclosure and Barring Service – you will be required to complete an Enhanced DBS disclosure. - You will be required to comply with a DVLA licence check for compliance with HC-One insurance policies. - This role is based at the Central Support Office in Darlington, with regular travel to homes and offices across the Group's portfolio as required.		
Confidentiality		
You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law.		