



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: People Adviser

Department: People and OD

Reports to: People Business Partner

Key relationships:

People and OD colleagues
Payroll and Finance colleagues
RCN staff and managers
Trade Union representatives
External stakeholders and organisations

Hours: 32 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: G

Location: RCN UK HQ, London or Cardiff Gate Office with hybrid working

JOB PURPOSE

Working closely with the People Business Partner and the wider People and Organisational Development (POD) team, the People Adviser will deliver a comprehensive solution-focused People & OD service which is value adding in nature; and is in line with the RCN's strategic aims, objectives, and business plans. They will provide advice, coaching and support to our managers and staff across the breadth of the employee lifecycle and undertake project work. The post holder will apply RCN policies, procedures and best practice to deliver effective People & OD solutions.

KEY RESPONSIBILITIES

People practice

- In conjunction with the relevant People Business Partner, provide a comprehensive generalist People & OD service to managers and staff in

nominated business areas delivered according to service standards and SLAs. In particular:

- Providing confidential HR advice and guidance on a range of employment relations enquiries and people-related issues which is solutions-focussed and with appropriate guidance from the People Business Partner as appropriate;
 - Working alongside colleagues within the People & OD team, across the organisation and with recognised trade union representatives wherever appropriate; and
 - Managing their own workload whilst delegating as appropriate and escalating where necessary.
- Manage an employee relations caseload, implementing informal resolutions wherever possible and be a first point of contact providing advice, coaching and procedural support to managers.
 - Authorise requests for changes to terms and conditions and confirm accurate contractual documentation in a timely manner.
 - Accurately maintain the staffing establishment for allocated business areas within the HR database, undertaking regular reviews and resolving anomalies.
 - Conduct leaver interviews and review leaver questionnaires, analysing the feedback to identify themes, feeding back to the People Business Partner and department leads to develop solutions to address issues as well as building on areas of good practice with a view to reducing turnover.
 - Undertake research and discrete tasks set by People Business Partner or other team managers as appropriate.
 - Understand your business areas in detail and their forthcoming people requirements, working with the People Business Partner to develop people solutions to support strategic aims, objectives, and business plans.

Culture and behaviour

- In conjunction with the People Business Partner, and relevant People and OD support roles, support the design, development and implementation of organisational development interventions that aim to provide proactive and sustainable solutions to causation factors.
- In conjunction with relevant People and OD colleagues, deliver presentations, training sessions and share information on new and existing People & OD initiatives to staff and managers.
- Actively participate in and encourage learning on all HR policies, processes and practices.

Business acumen

- Build and maintain effective working relationships with managers and staff within nominated business areas, proactively engaging with and meeting staff to integrate within the business areas and gain business intelligence, sharing this with the wider People & OD team and applying this to practice.

Analytics and creating value

- Compile workforce & HR data and reports ensuring that they are accurately prepared and delivered in a timely manner.
- Analyse HR data to establish future trends and identify real-time insights with the People Business Partner that enable business leaders to make effective decisions that support them in achieving strategic aims, objectives, and business plans.

Change

- Support the People Business Partner in the delivery and evaluation of organisational change.
- Undertake tasks that support the development, implementation and evaluation of new and existing policies, practices and solutions that cover the employment relationship, including delivering associated presentations, learning and initiatives.
- Support and undertake projects and initiatives under the guidance of the People Business Partner or People & OD Management Team and in accordance with the Operational Plan.

Leadership

- Contribute to and support the development of the People & OD team, including contributing constructively to team meetings.

Additional responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN

- promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.

Job description updated by:
People Business Partner
April 2025