

Job Description

Job title	HR Officer – NO	Date: July 2025
Reports to (title)	HRBP (Lisa Terry)	
Contract/Department	Central West	Revision: 1
Location	Cheltenham with travel required	

Job purpose

Describe the overall purpose of the job in two or three sentences.

To provide professional first-line advice to managers and employees in relation to employee relations, conditions of service, application of the law and Company procedures. Be the HR focal point for the advice and guidance of HR processes and procedures to ensure they comply with current legislation and to support the HR Business Partner/contract line managers as required.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Advise on employment legislation, company personnel policies and procedures to ensure compliance, management of performance and effective employee relations
- Provide advice to line managers and account Director on all HR issues in order to minimise risk exposure to Company
- Managing disputes, discipline, grievances, consultation type 'case work' which involves:
 - Developing an action plan for each case
 - Supporting managers through the various stages of procedures providing guidance
 - When necessary, attending hearings on behalf of the company
 - Act as facilitator and arbitrator to reach agreement in cases which might be settled satisfactorily and effectively
 - Feedback to managers where additional training is required to prevent further adverse occurrences
- Promote effective communication and management of change within the contract through formal organisation announcements, newsletters and team briefings etc
- Advise on Company policies with regards to terms and conditions of employment and monitor operational salary scales to ensure they are in line with company and industry norm
- Participate and contribute to corporate and company personnel strategies, policies and procedures ensuring that operational requirements are met

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- Deal effectively with Employee Relations matters including any Trade Union interface
- Monitor and supervise the implementation of operational annual salary reviews
- Act as an Ambassador for HR initiatives including Wellbeing and Creating Balance activities, encouraging employee participation
- Implementing the TUPE transition and dealing with legacy queries
- Promote and support line managers with regards to the completion of the employee engagement survey and action planning
- Work closely with the members of the HR Shared Service Centre to develop an integrated and comprehensive HR service to the operational and functional line management, provide professional support and back up to the HR Shared Service Centre by feeding relevant information on issues and developments occurring in the business.
- Support and promote the Company induction for all new employees to ensure full participation on monthly Corporate Welcome sessions, and where applicable conduct relevant site inductions
- Co-ordination of one-to-one reviews for your contract ensuring that line managers properly conduct the appraisal process in accordance with company policy and business unit requirements
- Monitor completion rates of mandatory online learning modules, supporting line managers to encourage full uptake
- Working with the central L&D function to co-ordinate staff development and training programmes to meet with the business unit needs and develop a proactive positive approach to talent management through the promulgation of Personal Development Plans.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

No direct reports at present

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Extensive experience in an HR role, in an FM environment preferred but not essential
- An excellent knowledge of UK employment legislation and case law
- CIPD qualified – working towards or holding Level 7
- Knowledge of TUPE Regulations and their practical application is required
- Practical experience and knowledge of communication and negotiating skills
- An ability to work at a senior level with a view to improving business effectiveness and

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profitability

- Good analytical skills and the ability to detect trends and patterns
- Self-starter and motivated with good organisational and project management skills
- Ability to work under pressure and handle high levels of activity
- The ability to develop working relationships with site senior managers
- Confident and outward going with an obvious ability to gain confidence of senior management
- The energy and infectious enthusiasm to get things done
- Flexible approach and ability to meet tight deadlines
- Ability to gain and retain security clearance to DV level

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

National security clearance should be held or obtainable
Must be willing to travel to different locations in England on a regular basis

Line Manager <i>Signature</i>	
Print Name	LISA TERRY
Date	July 2025

Job Holder <i>Signature</i>	
Print Name	
Date	

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FOR HR USE ONLY					
Job Grade		EMCOR Competency Level		Training Profile UTC	