



At Abellio we think of our people as our biggest strength and aim to set the highest standard for our Shared Service Centre. We expect our colleagues to:

- Deliver the best service to customers and internal stakeholders while demonstrating our values.
- Have awareness of statutory and regulatory requirements, as well as internal policies and procedures to ensure compliance.
- Understand your contribution to the wider SSC strategy and goals.

What's your job?	HR Advisor
Who do you report to?	HR Manager
Where are you based?	SSC Glasgow
Which Team(s) are you in?	UK HR Team
Who do you manage?	No direct reports
What core competences do you need?	<p>Communication</p> <p>Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen to and understand the perspectives of others and proposes solutions.</p> <p>Teamwork</p> <p>Actively contributes to achieving team results and supports team decisions. Delivers the best service to customers and internal stakeholders while demonstrating our values. Has an awareness of internal policies and procedures and ensures compliance.</p> <p>Planning & Organising</p> <p>Understands contribution to the wider SSC strategy and goals and plans and organises his/her own work in support of achieving team priorities. Considers potential changes and proposes contingency plans.</p>
What do you do?	Your key focus is to support our People Managers and colleagues throughout our 'Colleague Journey' (see attached). Your support and actions will assist us in delivering the Shared Services Centre strategy.

What are your key tasks?

Recruitment & Selection

- Ensuring that we attract a diverse pool of applicants.
- Support our people Managers with drafting job profiles, identifying most suitable assessments for selection purposes, identifying suitable recruitment channels, advertising vacancies, conducting interviews, liaising with agencies and other providers, issuing relevant correspondence, dealing with queries from applicants and agencies
- Subject matter expert on our online recruitment platform.

New joiners

- Managing the on-boarding process for all new joiners liaising with our Office and Travel Manager
- Delivering new joiner inductions, including document management (contracts etc), updating and introduction to HR systems (HRIS/benefits) and communication platforms (ie. Sharepoint), administration of benefits, HR policies and procedures.
- Ensure all administrative new joiner related activities are completed accurately and in a timely manner.

Employee engagement

- Coordination of employee engagement survey (May and Nov), subject matter expert on our survey platform, and preparation of reports and actions.
- Ensure well-being initiatives are regular introduced across SSC.
- Ensuring Diversity and Inclusion is promoted within SSC.
- Member of SSC employee engagement forum

Employee relations

- Supporting People Managers on ER activities such as performance and absence management, disciplinary etc., providing advice and guidance, ensuring timely and relevant communication
- Providing guidance on HR policies and procedures, advising managers on employment law matters in accordance with company policies and other resources

	<ul style="list-style-type: none"> • Maintaining HR policies and procedures • Reward and Benefits • Supporting the HR Operations Manager in conducting the annual performance and pay review processes, bonus processes, ensuring all salary changes and bonus payments are processed and recorded accurately and timely and relevant communication issued • Administration of all employee benefits working with the HR Advisor (HQ) • Personal development • Support HR Operations Manager in the development of our colleagues (including training needs analysis, design and delivery of development initiatives) • Support our performance management by ensuring the communication of the process throughout the year. <p>Leaver's process</p> <ul style="list-style-type: none"> • Managing the leavers' process and ensuring that all relevant tasks are completed prior to departure, including employee / management correspondence (e.g. confirmation letters), payroll changes including any due payments or deductions are processed before departure, stopping benefits/pension, updating HRIS/files/ org.chart, conducting exit interviews, internal communication to those that need to be aware, IT process (external and internal IT support) <p>HR Systems & MI reports</p> <ul style="list-style-type: none"> • Subject matter expert on our HR Systems • Production of HR metrics for the Senior Leadership Team and managers as required (ie monthly HR KPIs, SSC stats on absence, turnover etc).
<p>Who are your key stakeholders?</p>	<ul style="list-style-type: none"> • Leadership Team • People Managers • SSC Colleagues
<p>What must you have to do this job?</p>	<ul style="list-style-type: none"> • Experience working in an HR advisory role, including, for example, general HR advice, HR administration, recruitment and selection, HR Information systems

	<ul style="list-style-type: none"> • Commitment to ongoing personal development which may include working towards formal qualifications within the HR setting • Ability to deal with difficult situations in a professional manner • Strong interpersonal and communications skills, including sensitivity and influence • Ability to recognise and act upon the implications of actions and decisions • Ability to collect, collate and analyse information to enable informed decisions to be made • Competent user of Microsoft office software
<p>What would it be good for you to have to do this job?</p>	<ul style="list-style-type: none"> • Business or HR Management degree • Associate member of CIPD or equivalent • Advanced level IT skills with MS Office and/or HR software
<p>What do we expect from you?</p>	<p>We expect you to demonstrate our values (Genuine, Professional, Proactive, and Inclusive), work effectively within our team, and contribute to the SSC strategy and goals.</p>

Abellio Values



Welcome to your Abellio SSC journey!



