

HR Services Case Advisor - Job Specification

Job title:	HR Services Case Advisor
Reporting to:	Nathan Andrews, Head of HR Services
Hours Per Week:	Part Time 3 days per week. Tuesday – Thursday.
Location:	Christchurch

Frettens is looking for an HR Case Advisor reporting to the Head of HR Services to join their team in in the Christchurch Office.

Core values - what we look for in all Frettens staff:

Someone who:

- Is IT literate and confident in learning new processes
- Has consistently friendly, approachable conduct
- Doesn't use jargon with clients
- Co-operates with colleagues from all teams
- Enjoys working as part of a team, helping and supporting others
- Has the ability to work calmly, even under pressure
- Takes personal pride in their work and responsibility for issues
- Has a nurturing and supportive approach to relevant team members
- Takes ownership and responsibility for issues
- Maintains appropriate client contact

Essential qualities

We welcome applications from people with the following essential skills, attributes and experience:

- A CIPD Level 5 qualified HR Case Advisor with 3+ years' PQE with strong Employee Relations Experience
- Excellent organisational skills
- Able to convey information accurately and articulately, both verbally and in writing
- Able to motivate oneself to meet/exceed targets
- Able to work independently and manage a caseload
- Able to structure own workload, making best use of resources and time
- Returns clients' calls
- Aims to sell Frettens on service and values (rather than price alone) and follow up on viable enquiries
- Ability to meet new clients and win new business

Desirable talents

The following abilities would also be desirable:

- Marketing and networking skills
- Ability to negotiate and influence
- Can communicate effectively at all levels
- Ability to adapt and respond to changes
- Anticipates clients' future needs, sees opportunities for other teams and makes suitable introductions
- Existing following of clients and referrers

Salary and Benefits

Salary is negotiable dependent on experience.