

Laurel Bank Surgery

www.laurelbanksurgery.co.uk

Practice Code: N81038

Tel: 01948 860205

Partners:

Dr Richard W S Henney

Dr Mark R Edney

Dr Christine L Snowden

Dr Amy L Evitts

Edward Rigby MBA MIGPM

Job title	HR Advisor
Reports to	Managing Partner
Hours	22.5 hours
Working pattern	3 days per week (7.5 hours per day)
FTE	0.6 FTE
Hourly Rate	£18.00 per hour

Job summary

The Internal HR Advisor provides comprehensive, professional HR advice and operational support across the practice, ensuring that all staff are appropriately recruited, supported, developed and gainfully employed. The postholder ensures compliance with employment legislation, NHS best practice and Care Quality Commission (CQC) requirements, supporting the delivery of safe, effective and well-led patient care. The will also provide support and leadership to wellbeing and culture initiatives.

Primary responsibilities

HR Advisory & Employee Relations

- Act as the first point of contact for managers and staff on HR policies, procedures and employment matters.
- Provide advice and support on disciplinary, grievance, capability, performance and conduct issues.
- Support informal and formal conflict resolution and mediation.
- Ensure consistent, fair and legally compliant people management process and practice.

Recruitment, Onboarding & Workforce Compliance

- Coordinate end-to-end recruitment processes, including drafting job descriptions and person specifications.
- Ensure all pre-employment checks are completed (including but not limited to, certifications, qualifications, right to work, references, and DBS where applicable).
- Oversee onboarding and induction to ensure staff are competent and gainfully employed from commencement.
- Maintain accurate workforce records demonstrating compliance with CQC Regulations, GDPR and employment legislation.

- Manage GP trainee's HR through eSR and St Helen's & Knowsley NHS Trust. Compile their rotas and job plans. Provide any required administrative support to GP training lead.

Payroll, Contracts & Leave Management

- Calculate and monitor annual leave entitlements and Time Off In Lieu (TOIL) allowances
- Prepare and submit payroll amendments (sick pay, contract changes, salary changes, overtime, expenses, statutory leave etc.)
- Liaise directly with the external payroll provider to resolve queries and ensure accurate, timely payment
- Draft, issue and update employment contracts, variations and confirmation letters.
- Coordinate and document changes to terms and conditions of employment as instructed by the Partners.

Attendance, Sickness & Occupational Health

- Monitor sickness absence levels and trends across the practice
- Advise managers on sickness management procedures and trigger points.
- Conduct and/or support return-to-work processes and long-term absence reviews.
- Liaise with Occupational Health services where required to support employee health and wellbeing, and reasonable adjustments.

Flexible Working & Employment Changes

- Manage and advise on statutory and non-statutory flexible working requests.
- Ensure requests are processed fairly, documented appropriately and aligned with service needs.
- Support managers with organisational change, role changes and contract amendments.

Policy Development, Legal Liaison & Governance

- With the external HR provision, review, update and maintain HR policies and procedures in line with current employment law and NHS guidance.
- Ensure HR policies support compliance with CQC Regulations.
- Liaise with external HR lawyers on complex cases.
- Prepare HR documentation and evidence for audits, inspections and internal governance.
- Maintain records of clinical revalidation.
- Maintaining staff HR checks on the intranet.
- Complete annual driving licence checks.

Wellbeing, Engagement & Staff Development

- Develop, implement and promote a staff wellbeing programme.
- Schedule and support appraisal processes across the practice. Ensure timely completion by line managers.
- Promote learning, development and training compliance (mandatory and role-specific).

- Contribute to initiatives that support staff engagement, morale and retention.

HR Systems, Data & Communication

- Maintain the HR section of the practice intranet, ensuring policies and resources are current.
- Maintain confidential and accurate HR records in line with GDPR requirements.
- Produce HR reports (e.g. absence, turnover, headcount) to support workforce planning.
- Communicate HR updates clearly and professionally to staff and managers.
- Update, review and renew practice job descriptions.

General responsibilities

- To attend management and partners meetings as directed
- To work from any of the 3 practice sites (Malpas, Tattenhall, Farndon) for meetings with staff and managers.
- To comply with Health and Safety at work regulations.

This job description is not intended to be an exhaustive list of duties. The role holder will be expected to complete tasks commensurate to their skill, experience and level of the role as directed by the Practice Manager or Practice Partners.

Person Specification

Qualifications	Essential	Desirable	Assessment
Educated to degree level or equivalent	✓		A
Membership of the CiPD	✓		A
Level 5 CiPD qualification or equivalent	✓		A
Employee wellbeing or engagement qualification		✓	A
Experience	Essential	Desirable	Assessment
Experience of working in Human Resources advice role	✓		A
Previous experience of working within an office or administration environment	✓		A
Relevant experience in a healthcare environment		✓	A
Knowledge and skills	Essential	Desirable	Assessment
Excellent written and oral communication skills	✓		A / I
Good time management	✓		A / I
A willingness to accept responsibility and to take initiatives, be pro-active	✓		A / I
Good at 'making things happen', a problem-solving approach	✓		A / I
Able to overcome any differences, including difficult and/or complex matters, between all people involved	✓		A / I
Strong influencing and negotiating skills with demonstrable experience of managing complex HR situations	✓		A / I
Able to demonstrate meticulous attention to detail at all times	✓		A / I
Ability to maintain confidentiality at all times, dealing with enquiries tactfully and discretely	✓		A / I
Fluent in using Microsoft Word, Excel and Outlook	✓		A / I
Excellent report writing skills with ability to demonstrate business and financial acumen	✓		A / I
The ability to assimilate complex and large data sets to make meaningful recommendations.	✓		A / I
Personal qualities	Essential	Desirable	Assessment
Able to use initiative and work under pressure	✓		A / I
Caring and empathic towards other members of the team and patients	✓		A / I
Self-motivating and able to work with minimal direction	✓		A / I

Forward thinker with a solutions focused approach	✓		A / I
Seeks opportunities for personal development.	✓		A / I
Other requirements	Essential	Desirable	Assessment
Flexibility to work outside core office hours if required to meet the needs of the business.	✓		I
Disclosure Barring Service (DBS) check – Basic Level	✓		I
Willingness to travel between practice sites	✓		I

Assessment

A = application

I = Interview