Application Pack

Ref: WA133

HR Advisor

Salary £34,425 per annum

Full time (40 hours per week)

Closing Date: 14 April 2022 (noon)

Westminster Abbey
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About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain’s heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

The Dean and Chapter of Westminster defines our Mission in these terms:

- To serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of Her Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

Our values

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts approximately one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey’s work, for there are also many ‘special’ services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.
Job Description

JOB TITLE: Human Resources Advisor

ACCOUNTABLE TO: Deputy Head of Human Resources

ACCOUNTABLE FOR: N/A

KEY RELATIONSHPES: Team Leads, Supervisors, All Employees, External organisations, including employment agencies, pension organisations, Occupational Health Provider and other relevant bodies.

BACKGROUND: Westminster Abbey is both a place of daily worship, and is one of the UK’s leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising approximately 300 employees and a greater number of volunteers.

JOB SUMMARY: To provide a proactive and professional HR service to Abbey employees. To support the HR Department in ensuring Westminster Abbey is an excellent place to work. This will be achieved by taking day to day responsibility for general HR matters, including; recruitment, absence management, parent leave and pay, flexible working, employee relations, HR metrics information, HR payroll support, L&D and Volunteer coordination support and performance management activities for Westminster Abbey (both paid staff and volunteers) and associated Companies and Trusts.

MAIN DUTIES AND RESPONSIBILITIES:

1. Dealing with various HR queries throughout Westminster Abbey and its associated Companies and Trusts.

2. Reviewing, monitoring and reporting on absence levels and trends in order to promote wellbeing and productivity. Complete occupational health referrals as necessary and manage the day-to-day relationship with the occupational health provider.

3. Leading on the provision of advice and guidance on the range of parent leave policies, procedures and pay entitlements.

4. Advising and supporting management on the probation process and maintaining relevant records.

5. Acting as the lead on flexible working arrangements, procedures and processes, including hybrid working.

6. Informing employees of their terms, conditions and entitlements and keeping them up to date on any changes that are made.

7. Managing staff relationships, responding to any queries or problems that they have and managing their expectations.
8. Encouraging and supporting the management and employee relationship to ensure it is developmental and effective.

9. Handling HR matters reliably and in accordance with legal requirements and in a way that supports the Abbey culture and our values.

10. Supporting the HR Department with various investigations, including grievance and disciplinary.

11. Assisting with the logistical administration and development of our recruitment campaigns, spanning the full recruitment life cycle.

12. Partnering with line managers to review employee relations, performance management, resourcing and staff management.

13. Responsible for the in-house administration of the pension scheme, following the HR Officer having set up joiners and leavers on the HR database, ensuring that all deaths are dealt with sensitively and in a timely manner, assisting with the annual return, obtaining pensions illustrations for members on request, facilitating the resolution of member’s queries through liaison with the Abbey’s retained Pension Fund Administrators.

14. Ensuring a people centric and customer-focused attitude is used in dealing with all teams and departments.

15. Working with the HR Department to engage with all levels of Abbey employees and volunteers to encourage and facilitate communication and dialogue in a sincere and proactive manner.

16. Actively supporting and working closely with colleagues involved in learning & development, to ensure that staff orientation and the induction journey is efficient, effective and fosters the ‘The Abbey Experience’.

17. Monitor and produce reports on key recruiting metrics, like turnover and retention rates.

18. Support the HR Department in providing expert knowledge and advice in the use and implementation of Abbey HR policies and procedures to all employees and line managers, including the review and updating of existing policies and undertaking relevant research required in the development of new policies.

19. Working to create a strong ‘Abbey Employee Experience’ and supporting employees to embed the Abbey Values.

20. Monitor and review the system of performance appraisal and continually develop as necessary, ensuring that annual appraisals are carried out in a timely manner and followed up.

21. Championing the maintenance and care of staff facilities and staff benefits.

22. Contributing to special projects and research as and when required.

**Safeguarding**

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.
Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. ‘Essential’ criteria are those that the job holder absolutely must have in order to do the job. ‘Desirable’ criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

**Essential**

**Education:**
- CIPD qualification and membership.
- A-level, diploma or equivalent qualifications.

**Skills/Aptitudes:**
- Excellent presentation skills with ability to support delivery of staff training and development.
- Able to demonstrate high energy and enthusiasm with a proven track record in achieving goals and targets.
- Demonstrable ability to build relationships with all levels of the workplace community.
- Significant ability to influence and bring individuals and groups into alignment with a vision or process.
- Good listening skills and able to demonstrate sensitivity and empathy.
- Commitment to the Abbey’s values and mission and to the maintenance of its reputation, with the ability to be diplomatic and discreet.
- Good team working skills and able to delegate tasks to others, including persuasion and influencing skills.

**Knowledge/Experience:**
- Proficient experience of using Outlook, Word and PowerPoint in a work environment.
- Experience of carry out research, analysis, workload monitoring and reporting, using Excel and databases.
- Thorough experience of providing HR services to a dynamic organisation in a customer service environment.
- Demonstrable ability to manage a number of competing priorities.
- Experience of dealing with employee relations issues, including absence management.
- Good working knowledge of employment law and the ability to demonstrate understanding of how and where to go to for support.

**Personal Attributes:**
- Effective under pressure, ability to maintain objectivity and focus.
- Positive outlook.
- Able to work Monday to Friday and be flexible in approach to working hours to suit the needs of the organisation, including weekends from time to time.

**Desirable**

**Knowledge/Experience:**
- Previous experience in a busy HR working environment.
- Previous experience of using iTrent would be an advantage.

This Job Profile will be kept under review and may be amended by the Dean and Chapter from time to time. Any proposed changes will be discussed with the post holder.
Working for us

Employment Status
This post is permanent.

Salary
The full-time equivalent salary is £34,425 per annum and is paid on the last Friday of each month. Salary is reviewed annually in January.

Working Hours
These are 40 hours per week between Monday and Friday, however the postholder will be required to work the hours to suit the needs of the organisation. The working week may involve flexible hybrid working arrangements, which will include some days working from the Abbey, as well as some scope (subject to negotiation) to work from home.

Annual Holidays
The full-time holiday entitlement, which is managed in hours, is 31 days per annum including recognised public holidays, rising to 33 days per annum in the fifth year of service.

Training
On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance
All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount
All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan
A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

Medical Insurance
The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year’s employment.

Uniform
If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.
Equality Statement and How to apply

Equality Statement
The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant’s abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding
Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment from the Abbey doctor.

How to Apply
Please complete our application form as CVs will not be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the ‘Supporting Statement’ section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: applications@westminster-abbey.org.

Applications should arrive no later than 12 noon on 14 April 2022. Interviews are scheduled to take place on 26 April 2022.

We regret that, due to the large number of applications we receive, we are only able to contact or provide feedback if you have been shortlisted for interview. We appreciate your interest in our work at Westminster Abbey.