Role Profile

Role Details			
Role Title	**HR Advisor**	**Section**	**People Services**
Division	**People Services**	**Report To**	**People Services Manager**
Grade/Salary	**SCP33-36 £43,520-£46,375**	**Date Completed**	**June 2026**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs.

Our Vision

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident /customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.

Role Summary
The HR Advisor is responsible for delivering a high-quality, responsive and customer-focused People Services service across the employee lifecycle. Reporting to the Senior HR Advisor or People Services Manager, the postholder will provide professional advice, guidance and operational support to managers, employees and colleagues on a wide range of people-related matters. The role will support the delivery of core People Services functions including recruitment, onboarding, employee lifecycle administration, employee relations, attendance management, payroll administration, HR systems, workforce data management and employee records. The postholder will ensure activities are delivered accurately, efficiently and in accordance with organisational policies, employment legislation and agreed service standards. The HR Advisor will manage a caseload of employee relations matters, including attendance, disciplinary, grievance, capability and dignity at work cases, providing advice and procedural support to managers and employees whilst promoting fair, consistent and compliant people management practices. The role is responsible for delivering practical and operational HR support and will work within established policies, procedures and delegated authority levels, escalating complex, high-risk or strategic matters as appropriate. Working collaboratively with Senior HR Advisors, HR Business Partners and managers across the organisation, the postholder will contribute to the effective delivery of People Services, support organisational change activities and help ensure a positive employee experience. Whilst individuals may be assigned to specific service areas such as Payroll or Employee Lifecycle and Recruitment, all HR Advisors will be expected to develop and maintain knowledge across the wider People Services function and provide support across service areas as required. This includes supporting service continuity, developing cross-functional capability and working flexibly to meet changing organisational priorities and business demands. The HR Advisor will demonstrate a proactive approach to problem solving, continuous improvement and customer service, contributing to the ongoing development of effective, efficient and modern People Services operations that support organisational objectives and employee wellbeing.

Role Outputs	
Role Output:	**Includes the Requirement to:**
Employee Relations and Case Management	– Provide professional advice and guidance to managers and employees on employee relations policies, procedures and best practice. – Manage a caseload of attendance, disciplinary, grievance, capability and dignity at work cases. – Support managers in the application of people management policies and procedures. – Prepare documentation, correspondence and management reports relating to employee relations matters. – Attend formal meetings and hearings, providing procedural advice and support. – Monitor case progression and ensure matters are managed in a timely and consistent manner. – Identify and escalate complex, high-risk or sensitive cases to the Senior HR Advisor, People Services Manager or HR Business Partner as appropriate. – Promote fair, consistent and legally compliant people management practices.
Attendance Management Support	– Support managers in the application of attendance management procedures. – Monitor attendance cases and provide advice on policy application and next steps.

	– Prepare attendance management documentation and correspondence. – Analyse absence data and identify trends requiring management attention. – Support attendance review meetings and formal attendance processes. – Promote proactive attendance management and employee wellbeing initiatives.
People Services Operations	– Deliver People Services processes in accordance with organisational policies, procedures and service standards. – Provide timely and accurate advice and support to managers and employees. – Support the delivery of a responsive and customer-focused People Services service. – Resolve routine operational queries and issues. – Escalate complex matters where appropriate.
Recruitment and Employee Lifecycle Administration	– Administer recruitment activities including advert placement, interview coordination, onboarding and pre-employment checks. – Support recruitment campaigns and selection processes. – Prepare contracts of employment, letters and associated documentation. – Coordinate employee lifecycle processes including transfers, promotions, contractual changes and leavers. – Ensure employee records are updated accurately and maintained in accordance with organisational requirements. – Support managers and employees throughout employee lifecycle processes.
Payroll and HR Administration Support	– Support payroll administration activities and associated controls. – Process employee changes impacting payroll and employment records. – Assist in resolving payroll-related enquiries. – Ensure payroll and employee information is maintained accurately and in a timely manner. – Support compliance with payroll procedures and audit requirements. – Contribute to the delivery of accurate and timely payroll services.
HR Systems, Data and Management Information	– Maintain accurate employee records and workforce information within HR systems. – Produce and distribute routine workforce reports and management information. – Carry out data validation and quality assurance activities. – Ensure compliance with information governance, confidentiality and data protection requirements. – Support HR system improvements, testing and implementation activities where required.
Change Implementation Support	– Support organisational change initiatives, restructures and service improvement activities. – Process employee, payroll and establishment changes arising from approved organisational changes. – Prepare documentation and information required to support consultation and change processes. – Ensure HR systems, employee records and organisational structures are updated accurately. – Support managers and employees through the administrative and operational aspects of change implementation. – Contribute to projects and initiatives designed to improve People Services delivery.
Functional Resilience and Cross-Service Support	– Develop and maintain knowledge across all People Services functions. – Provide support across Payroll, Recruitment, Employee Lifecycle, Employee Relations and HR Administration activities as required.

	– Support service continuity during periods of absence, increased demand and organisational change. – Work collaboratively across the wider People Services function to achieve service objectives. – Share knowledge, experience and best practice with colleagues. – Work flexibly to meet changing organisational priorities and business requirements.
Customer and Stakeholder Support	– Build effective working relationships with managers, employees and colleagues across the organisation. – Deliver a responsive, professional and customer-focused service. – Provide clear and accurate guidance on People Services policies, procedures and processes. – Support the effective resolution of employee and manager enquiries. – Promote consistent application of People Services standards and practices.
Continuous Improvement and Quality Assurance	– Identify opportunities to improve processes, efficiency and customer experience. – Contribute to service improvement initiatives and operational projects. – Support the implementation of new processes, systems and ways of working. – Follow established procedures and quality standards. – Participate in training, professional development and continuous learning activities.
Compliance with professional, regulatory, statutory, and corporate requirements.	– Ensure that you are complying with internal policies, procedures, and relevant regulations. – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity.
Health and Safety	– To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Key Behaviours and Competencies	
Our HR Advisor will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
HR Advisory and Employee Relations	– Provide practical and professional advice on People Services policies, procedures and employment practices. – Support managers in the application of attendance management, disciplinary, grievance and capability procedures. – Apply organisational policies and employment legislation consistently and fairly. – Promote positive employee relations and appropriate people management practices. – Recognise and escalate complex or high-risk matters where appropriate.
Case Management and Decision Making	– Manage a varied employee relations caseload effectively and professionally. – Apply sound judgement when assessing people issues and determining appropriate actions. – Balance service delivery, compliance and employee experience. – Ensure cases are progressed within agreed timescales and standards.

	– Escalate matters appropriately where additional support or expertise is required.
Communication & Relationship Management	– Communicate confidently and professionally with a wide range of stakeholders. – Present complex HR issues clearly and practically. – Demonstrate excellent listening, negotiation and interpersonal skills. – Build productive working relationships with managers, employees and Trade Union representatives.
Employee Relations Expertise	– Demonstrate in-depth knowledge of employee relations practices and employment legislation. – Apply sound judgement when managing complex and sensitive cases. – Provide consistent and practical advice that balances business needs and organisational risk. – Promote fair, transparent and legally compliant people management practices.
Relationship Building and Support	– Build positive and effective working relationships with managers, employees and colleagues. – Provide professional support and guidance on people-related matters. – Demonstrate empathy and professionalism when dealing with sensitive situations. – Work collaboratively to achieve positive outcomes and effective service delivery.
Organisational & Planning Skills	– Effectively prioritise competing demands and manage complex workloads. – Adopt a proactive and organised approach to planning and delivery. – Maintain high standards of accuracy, professionalism and attention to detail. – Deliver high-quality outcomes within agreed timescales.
Analytical & Problem-Solving Skills	– Analyse workforce information and identify trends, risks and opportunities. – Use evidence and professional judgement to develop practical solutions. – Anticipate and address people-related challenges. – Support data-informed decision-making across business areas.
Change Management & Continuous Improvement	– Support organisational change and continuous improvement initiatives. – Demonstrate resilience and adaptability during periods of change. – Encourage innovative thinking and new approaches to people management. – Identify opportunities to improve effectiveness, employee experience and organisational performance.
Customer Focus	– Deliver a high-quality, responsive and professional HR service. – Understand operational challenges and business priorities. – Build confidence through timely and pragmatic support. – Promote a positive and customer-focused approach to service delivery.
Ethics & Confidentiality	– Maintain the highest standards of integrity and professionalism. – Handle sensitive information appropriately and confidentially. – Demonstrate ethical decision-making and impartiality.

	– Ensure compliance with organisational policies and legal requirements.

Person Specification

The HR Advisor will be an experienced HR professional with a strong understanding of employee lifecycle administration and employee relations processes within a busy and customer-focused environment.

You will have experience of providing advice and guidance to managers and employees on a range of people matters, including attendance management, disciplinary, grievance, capability and other employee relations processes. You will be confident managing your own caseload, supporting formal procedures and ensuring matters are handled fairly, consistently and in accordance with organisational policies and employment legislation.

You will possess excellent organisational and communication skills, with the ability to manage competing priorities whilst maintaining high levels of accuracy, confidentiality and customer service. You will have experience of working with HR systems, maintaining employee records and supporting the delivery of recruitment, onboarding and employee lifecycle activities.

You will be a proactive and collaborative team member, capable of building positive working relationships with colleagues and stakeholders across the organisation. You will demonstrate flexibility and adaptability, contributing to the delivery of a responsive People Services function and supporting service improvement initiatives and organisational change activities as required.

A commitment to continuous professional development, customer service excellence and the delivery of high-quality People Services support is essential.

You will represent the interests of the LLP at all times and be conversant with the business areas and IT systems and will bring an innovative approach to new developments and will be committed to development on a personal basis.

You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level…

Essential

- CIPD Level 3 qualification, working towards Level 5, or equivalent relevant experience.
- Experience working within an HR, People Services or employee relations environment.
- Experience managing or supporting employee relations casework, including attendance management, disciplinary, grievance and capability processes.
- Experience advising managers and employees on HR policies, procedures and people management matters.
- Experience supporting recruitment, onboarding and employee lifecycle administration activities.
- Experience maintaining employee records and workforce information with a high degree of accuracy.
- Experience using HR information systems and Microsoft Office applications.
- Knowledge of employment legislation and HR best practice relevant to operational HR activities.
- Strong communication and interpersonal skills.
- Ability to build and maintain effective working relationships with managers, employees and colleagues.
- Strong organisational and planning skills with the ability to manage competing priorities.
- Ability to handle sensitive and confidential information appropriately.
- Customer-focused approach with a commitment to delivering high-quality service.

- Strong attention to detail and commitment to accuracy.

Desirable

- CIPD Level 5 qualification.
- Experience within a unionised environment.
- Experience of supporting payroll administration processes.
- Experience of HR systems administration and workforce reporting.
- Experience of working within the public sector, housing, construction or a similarly regulated environment.
- Experience supporting organisational change, consultation or service improvement activities.
- Experience of recruitment campaigns and selection processes.
- Experience of job evaluation or reward administration processes.

Interdependencies

- Senior HR Advisor(s), People Services Manager, HR Business Partners and wider HR team.
- Executive Team / Senior Management Team.
- Finance Team.
- IT Team.
- External vendors and service providers.
- Glasgow City Council departments.
- Wheatley Group departments.

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.