

Job Description

Job Title:	HR Advisor
Responsible to:	Head of HR & Volunteering
Location:	Raystede Animal Centre
Grade:	E

Background information

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The HR & Volunteering team currently consists of 2 staff – Head of HR & Volunteering and a HR & Volunteering Coordinator. The team also has 4 HR & Volunteering volunteers.

Main Purpose of the role:

The HR Advisor will play a key role in supporting the charity's mission to improve animal welfare by ensuring that our people practices are fair, consistent, and aligned with our values of compassion, integrity, and respect. The postholder will lead on updating the employee handbook and HR policies, ensuring compliance with current employment law. They will also manage a varied caseload of employee relations matters, supporting managers across all teams.

Key Tasks

Policy, Procedure & Handbook Management

- Review, update, and maintain the employee handbook to reflect current legislation, charity-sector best practice, and the organisation's values.
- Develop and revise HR policies, ensuring they support safe, ethical, and inclusive working environments across animal care sites, offices, and remote settings.
- Ensure policies are accessible, clearly communicated, and embedded through training and guidance.

- Monitor changes in employment law, charity governance, and animal-care-related regulations that may impact staff practices.
- Update Raystede’s contracts and offer letters to ensure they are consistent, legally compliant and meet Raystede’s needs.

2. Employee Relations Casework

- Support managers with a broad range of ER cases including disciplinary, grievance, performance, sickness absence, and flexible working requests.
- Provide clear, compassionate, and legally compliant advice to managers.
- To help managers to mediate between aggrieved staff members or teams to resolve the issues between them, agree a way forward and mitigate the need for a formal process.
- To attend employee relations cases meetings to ensure that due process is followed. These meetings may be required to take place on normal non-working days i.e. weekend days due to the employee’s work pattern
- Support managers through formal and informal processes, including investigations, hearings, and return-to-work meetings.
- Maintain accurate case records and ensure timely progression of cases.

3. Compliance, Culture & Continuous Improvement

- Ensure HR practices reflect current employment law.
- Promote a culture of respect, inclusion, and psychological safety.
- Identify opportunities to streamline processes and improve the employee experience.

General

- a. At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- b. Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- c. Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- d. Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

Key Working Relationships

Internal

- Department managers
- Marketing/internal communications
- All Raystede People
- Volunteers

External

- Employment Lawyers

Scope and Accountability

Decision making and limits of authority	<ul style="list-style-type: none">• Advise on employment and HR issues and processes within legal requirements.
Financial resources	<ul style="list-style-type: none">• None
Material assets	<ul style="list-style-type: none">• None
Information and communication resources	<ul style="list-style-type: none">• Contribute to HR and Volunteering policies• Employee relations case records and outcomes
People management	<ul style="list-style-type: none">• No people management• Close working with the HR & Volunteering Coordinator
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none">• Responsibility for following Employment Law• Responsibility for following Health and Safety Legislation and Laws• Responsibility for following GDPR legislation

Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • CIPD Level 5 or equivalent experience 	
Knowledge and Experience	<ul style="list-style-type: none"> • Extensive knowledge of UK employment law. • Proven experience managing end-to-end employee relations cases. • Experience updating or creating HR policies and employee handbooks. • Knowledge and experience of GDPR and handling sensitive data. • Experience of handling sensitive or emotional situations with professionalism and empathy. 	<ul style="list-style-type: none"> • Experience of advising managers in a charity environment.
Key Skills and Abilities	<ul style="list-style-type: none"> • Demonstrable understanding of employment legislation and HR best practice. • Excellent written communication skills for drafting clear, accessible policies. • Confident in coaching and influencing managers at all levels. • Strong analytical and problem-solving skills. • Ability to manage multiple priorities and deadlines. • High attention to detail and accuracy. • Some experience of documenting sensitive HR processes, such as grievances, terminations, absences, and performance reports. • Ability to build trust and credibility. • Comfortable working independently and collaboratively. 	

Personal Attributes	<ul style="list-style-type: none"> • High level of discretion and integrity • Personable, sociable and people oriented. • Empathy and sensitivity towards others • Proactive, solutions-focused, and committed to continuous improvement. • Fair, balanced, and committed to equality, diversity, and inclusion. • Discreet and trustworthy with confidential information. 	
Other	<ul style="list-style-type: none"> • To have a flexible approach to working hours. • Availability of vehicle for work use and in possession of a current full UK driving licence (max 6 points). • Evidence of ongoing professional development. 	