

**Stoke-on-Trent
& Staffordshire
Growth Hub**



**Staffordshire
Chambers of
Commerce.**



European Union
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Growth Hub Human Resources Advisor

12 Month Fixed-Term Contract

Recruitment Pack

March 2021

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At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

Growth Hub Human Resources Advisor

Salary Circa £25000 (dependent on experience)

12 Month Fixed Term Contract.

We have a fantastic opportunity for an enthusiastic and customer focused Human Resources Advisor to join our team. Based at our offices at Commerce House, Festival Park and with a minimum two years' experience in a Human Resources role, you will be able to provide support and guidance to business with HR queries as well as any other general business support.

Ideally qualified or working towards a CIPD qualification you will act as a point of contact for businesses referred through the Stoke On Trent and Staffordshire Growth Hub. You must be approachable, innovative with a positive attitude and the ability to adapt to the varying requirements and types of businesses.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

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THOSE WHO
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This is a full-time role, working Monday to Friday, a total of 35 hours per week, with the possibility for some of the role to be carried out as flexible, agile/home working.

Further information about Staffordshire Chambers of Commerce is available on our web site <https://staffordshirechambers.co.uk/careers-2/>

This post is part funded with support from the European Regional Development Fund Programme 2014 - 2022

Further information about Staffordshire Chambers of Commerce is available on our web site www.staffordshirechambers.co.uk.

Closing date: **19/03/2021**

About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

Enterprise Support – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for

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fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.

Job Description

Job Title:	Growth Hub Human Resources Advisor
Accountable To:	Growth Hub and Membership Manager
Location:	Staffordshire Chambers of Commerce

Our Vision

All employees of the Chamber are expected to contribute to our vision:

‘Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER’.

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Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities

Job Purpose

To provide effective, accurate and responsive support to businesses referred to the advisor through the CRM system by delivering the Growth Hub diagnostic service.

To provide knowledge/expertise to businesses on all elements of publicly funded business support available in Staffordshire.

To make recommendations and accurate Growth Hub referrals.

Principal Accountabilities

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1. To act as a point of contact for businesses referred from the Growth Hub which are looking for advice on Human Resources and any other general business support.
2. Advise on staff development and link to any suitable grants/funding.
3. Identify and support with training requirements.
4. Provide advice and assistance on policies, procedures and legislation.
5. Act as a point of reference for any HR issues and queries.
6. Liaise with businesses on recruitment and selection strategies.
7. Offer support to the business on HR records and information.
8. Ensure milestones are met by companies.
9. Assist eligible companies in assessing what processes and information businesses will need to provide.
10. Ensure all records are maintained and relevant letters are produced for businesses relating to the support given.
11. Maintain timesheets and other information as required for reporting.
12. Travel across Staffordshire to visit businesses as required.
13. To work from any Chamber office when required.
14. To adhere to the Chamber's policies and procedures, especially Health & Safety and IT, ensuring compliance at all times.
15. To attend Chamber and other events where necessary.
16. To advise Corporate Services & actively assist with the Chamber's Internal HR Function, including management of the internal HRIS.

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17. To advise line managers and assist with the process of Chamber Recruitment.
18. To provide advice and guidance around COVID related employment support schemes for both businesses & the self employed
19. Attend and participate in online events organised by the Growth Hub/Chamber
20. Advise on Mental Health & Wellbeing in the workplace and link to any further suitable support/training.
21. Liaise with the GH events team and assist in sourcing and/or providing content for events both online and in-person.
22. To undertake duties that may reasonably be requested.

General requirements

- Work diligently to meet the requirements of the role
- Use the Chambers' CRM system and others as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Participate positively in one to ones and appraisals
- Work in accordance with the Chambers' culture, values, aims and objectives
- Act as an ambassador for the Chamber at all times when dealing with members or representing the business
- Contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- To work from other Chamber offices if required.

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Person Specification

Job Title: Growth Hub Human Resources Advisor		
Criteria	Essential or Desirable	Method of Identification
Qualifications CIPD qualified or working towards, and/or with proven experience within an HR function	Essential	Application/Interview
Proven Experience Minimum 2 years' experience in a Human Resources role	Desirable	Application/Interview
Knowledge, Skills and Abilities Highly competent use of IT, strong working knowledge of Microsoft Office, Teams and other online platforms. Outstanding customer service skills with the ability to listen and interpret customer needs Excellent verbal and written communication skills Commitment to achieving the Chambers' vision Able to contribute positively to the Chambers' BETTER values Knowledge of current policies and procedures	Essential Essential Essential Essential Essential Essential Essential	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview

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Understanding of legislation and how to ensure up to date legislation is followed	Essential	Application/Interview
A working knowledge of Human Resources in the workplace	Desirable	Application/Interview
Experience of using CRM & HRIS systems	Essential	Application/Interview
Accuracy & attention to detail	Essential	Application/Interview
Ability to forward think with a pro active approach to problem solving	Desirable	Application/Interview
Evidence of continuous professional development and updating		
Other Attributes		
Positive and proactive approach	Essential	Interview
Ability to work well in multi-disciplined/cross functional teams	Essential	Application/Interview
Professional and friendly approach	Essential	Interview
A full clean driving licence and full access to a vehicle	Essential	Application/Interview
Team player	Essential	Application/Interview

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How to Apply

Please send your CV to Matt Hustwit **together with a supporting letter** detailing how you meet the requirements of the Human Resources Advisor role and how you support the Chamber BETTER values.

Applications should be emailed to matt.hustwit@staffordshirechambers.co.uk or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke on Trent ST1 5BE

Closing date: 19/03/2021

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Matt Hustwit on 01782 202222

Staffordshire Chambers of Commerce is an equal opportunities employer

Data Protection

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Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

The Chamber will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the details above or view our HR Privacy Policy at www.staffordshirechambers.co.uk

Equality and Diversity Monitoring

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

1. Gender

Male Female Other

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2. Disability

Do you consider yourself to have a disability?

Yes

No

If yes, please give brief details:

3. Date of Birth ----/----/----

4. Ethnic Origin

A White

British

Irish

Any other white background, please state

B Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background, please state

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C Asian, Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background please state

D Black, Black British

- Caribbean
- African
- Any other Black background, please state

E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group

- Chinese
- Any other background, please state

5. Sexual Orientation

- Bisexual
- Heterosexual
- Homosexual (Lesbian/Gay)
- Other

6. Religion or Personal Belief (Please state)

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Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.

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