Job Title: Senior Human Resources Advisor
Location: Group Head Office (Hybrid) – with regular travel to care home and hospitality sites as required
Reports to: Group HR Manager
Travel: Required across Northern Ireland based on business needs

Role Purpose:

The Senior HR Advisor plays a critical role in supporting the Group HR Manager to deliver a proactive and high-impact HR function across a diverse group of businesses within the care and hospitality sectors. This position provides expert advice and operational HR support across the employee lifecycle, ensuring HR policies and practices are consistently applied and aligned with organisational values, and commercial objectives. They will provide insight on all aspects of people management, with a focus on strategic impact, and change leadership.

Operational HR Support:

- Act as the first point of contact for managers across multiple care home and hospitality sites on complex HR matters including disciplinary, grievance, absence, and performance management.
- Provide expert guidance and coaching to line managers to build confidence and capability in managing people effectively.
- Note taking for more complex investigations and support formal HR processes ensuring fairness, consistency, and legal compliance.
- Oversee and continuously improve, induction, and exit processes across the group.

Employee Relations & Compliance:

- Manage employee relations caseloads with a focus on early resolution and risk mitigation.
- Ensure full compliance with employment law, sector-specific regulations (e.g., RQIA), and internal policies.
- Support TUPE transfers, restructures, and organisational changes as needed.
- Ensure all Visa applications and documents are compliant and up to date in line with Home Office requirements.

Workforce Development:

- Contribute to talent management initiatives including succession planning and internal development pathways.
- Support training needs analysis and collaborate with the Learning & Development function to deliver impactful development opportunities.

Recruitment & Retention:

- Work with site managers and the Recruitment team to support effective workforce planning, role design, and candidate selection for both care and hospitality roles.
- Assist with developing retention strategies tailored to the specific demands of frontline, shift-based environments.

HR Projects & Initiatives:

- Take a lead role in HR projects including policy updates, wellbeing initiatives, and HR systems rollouts.
- Assist in analysing HR data to identify trends and support evidence-based decision-making.
- Champion diversity, equity and inclusion across the group.

Team Support & Collaboration:

- Sharing expertise and fostering collaborative working practices.
- Work closely with Payroll, Health & Safety, and Operational Management to ensure joined-up support across sites.

Person Specification

Essential Criteria:

- CIPD qualified.
- Minimum 3–5 years' experience in a generalist HR role, ideally in a multi-site or group environment.
- Proven experience handling complex employee relations issues and supporting line managers at all levels.
- Sound knowledge of UK employment law and HR best practices.
- Full driving licence and access to a vehicle for travel across sites.
- Excellent interpersonal, communication and influencing skills.

Desirable Criteria:

- HR experience in the care or hospitality sectors.
- Experience in a senior advisor or similar level role
- Knowledge of HR systems (e.g. HRIS, e-learning platforms).
- Experience supporting change programmes or organisational development initiatives.

Key Skills and Attributes:

- High level of emotional intelligence and professional integrity.
- Ability to balance empathy and business acumen in a fast-paced, people-centred environment.
- Strong organisational and time management skills.
- Comfortable managing competing priorities across diverse business units.
- Ability to work flexibly, including occasional evening/weekend availability based on operational needs.