

Senior People & Culture Advisor	
Salary (FTE)/Hourly rate of pay:	£up to £39,000
Contract type:	<i>Permanent</i>
Responsible to:	<i>People & Culture Manager</i>
Responsible for:	<i>TBC</i>
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB <i>Some travel may be required to other YMCA sites</i>

Organisational context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job purpose:

The Senior People & Culture Advisor champions innovative, values-led people practices that strengthen our culture and future readiness. They turn insight into action using data, policy expertise, and a deep understanding of people's experience to shape fair, accessible, and modern approaches to work. By equipping managers with practical tools, confident guidance, and people-centred solutions, they help leaders build thriving teams, navigate change with clarity, and embed consistent, evidence-based decision making across YMCA North Tyneside.

Role and responsibilities:

1. People centric policy

You play a central role in ensuring People policies are clear, practical, up-to-date, and genuinely useful in everyday practice.

- **Policy oversight** - Coordinate the creation, review, and improvement of People policies so they are inclusive, values-led, and aligned with safeguarding, law, employment legislation, and sector-specific regulations. You ensure policies are accurate, accessible, and grounded in good practice.



- **Embedding practice** - Translate policies into simple, intuitive “how-to” guides, templates, and training that help managers apply them confidently and consistently. You make it easier for people to do the right thing.
- **Manager enablement** - Provide managers with clear tools, checklists, and resources that support everyday people management. You help managers feel equipped, not overwhelmed.
- **External horizon scanning** - Monitor changes in employment law, regulatory requirements, and sector standards, identifying where policies may need updating or strengthening. You help the organisation stay informed and prepared.
- **Policy assurance** - Review how policies are used in practice and highlight opportunities to improve clarity, accessibility, and consistency. You ensure policies work for the people who rely on them.

2. Data insight & evidence based people practice

You ensure our people systems are fully utilised, our reporting is accurate, and our decisions are grounded in clear, meaningful insight.

- **Systems** - Ensure People systems are used consistently and correctly across the organisation, enabling accurate data capture and reliable reporting. You help colleagues understand how good data supports better people practice.
- **Workforce reporting and trend identification** - Produce clear, accessible reports on turnover, absence, recruitment, ER activity, and other key workforce indicators. Your reporting supports both day-to-day operational decisions and longer-term planning.
- **Payroll** - Work with the People & Culture manager to ensure timely and accurate payroll.
- **Survey insight** - Use staff surveys, pulse checks, and feedback tools to understand employee experience and shape People priorities. You ensure the voices of staff are reflected in how we improve our culture and practices.
- **Evidence-based recommendations** - Translate data into practical, proportionate recommendations that help managers make informed decisions.

3. Advice & Guidance

You are a trusted first point of contact for managers and staff seeking clear, calm, and practical advice on everyday people matters.

- **Initial advice & guidance** - provide timely, proportionate advice on a wide range of people matters, helping managers understand options, next steps, and good practice. You support early, informal resolution wherever possible.
- **Case support** Offer structured guidance on ER cases such as absence, performance, conduct, and wellbeing concerns. You help managers plan conversations, follow policy, and document actions clearly.
- **Values-led problem solving** - Help managers approach people issues in a fair, consistent, and compassionate way, ensuring decisions reflect our organisational values as well as policy requirements.
- **Early intervention** - Spot emerging issues through conversations, data, and trends, and support managers to address concerns before they escalate. You help create a culture of openness and timely action.



- **Documentation & clarity** - Ensure managers have clear templates, letters, and guidance to support consistent and confident handling of people matters.

4. Developing Leaders & Growth

(A shared responsibility across the HR Coordinator, Advisor, and Manager) You contribute to building confident, capable Managers by coordinating development activity, sharing expertise, and supporting the delivery of practical learning that strengthens everyday people practice.

5. Team support & collaborative working

You play an active role in supporting the People Team to deliver high-quality, consistent, and values-led services. You provide coaching, quality oversight, and day-to-day guidance that helps the team work confidently, accurately, and in a joined-up way.

- **Coaching & development** - Provide supportive, practical coaching to the People co-ordinator and wider team, helping build confidence in processes, systems, and people practice. You encourage continuous learning and shared problem-solving.
- **Quality assurance** - Oversee the accuracy and consistency of key People processes, including the Single Central Record (SCR), recruitment data, and onboarding workflows. You help ensure our work meets regulatory standards and supports a positive employee experience.
- **Workflow improvement** - Identify opportunities to streamline processes, remove duplication, and improve how the team works together. You help create simple, efficient ways of working that benefit both staff and managers.
- **Embed the YMCA golden thread across all People & Culture activities**, ensuring every colleague understands how their role contributes to organisational mission and impact.
- **Work collaboratively with Safeguarding and Health & Safety** to promote safe, compliant, and consistent practice across all services.
- **Ensure value for money and clear return on investment** by evaluating systems, processes, and initiatives to confirm they deliver measurable organisational benefit.

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).



Safer Recruitment & Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all

Person Specification			
No.	Essential	Desirable	Assessed by
Education/Qualifications			
Level 5 CIPD Associate Diploma (or equivalent professional experience)	X		Application and Interview
Commitment to own personal and professional development.	X		Application and Interview
Experience			
Solid knowledge of UK Employment Law and HR Best Practice.	X		Application and Interview
Strong working knowledge of HR processes and compliance requirements.	X		Application and Interview
Experience of working in a varied and fast paced environment.	X		Application and Interview
Maintain and keep up to date records in accordance with data protection rules	X		Application and Interview
Experience supporting employee relations cases	X		Application and Interview



Experience using HRIS systems and digital workflows	X		Application and Interview
Skills & Abilities			
Excellent communication skills — able to explain HR matters clearly and confidently	X		Application and Interview
Ability to interpret policy, apply judgement, and provide sound HR advice	X		Application and Interview
Ability to prioritise workload, manage deadlines, and adapt to changing demands	X		Application and Interview
Personal Skills & Abilities			
Professional, confidential, and trustworthy approach to sensitive information	X		Application and Interview
Ability to build constructive working relationships at all levels	X		Application and Interview
Strong empathy and interpersonal skills	X		Application and Interview
Commitment to equity, diversity, and inclusion	X		Application and Interview

