

Role Profile – The What, The Where, The How

POSITION	HR Advisor		
TEAM	People and Culture	LOCATION	Coastline House
VERSION	1	LAST UPDATED	April 2026

THE PURPOSE OF THIS ROLE IS TO

Provide effective, professional HR advice and support to managers and colleagues at Coastline on a range of day-to-day HR queries.

Specific Accountabilities – The Brass Tacks

In the day to day role you'll be expected to:

1. Take a pragmatic, respectful and common-sense approach toward all basic HR matters across Coastline, helping maintain high standards of organisational integrity and professionalism. More complex HR matters will be supported by your line manager and other team mates.
2. Manage changes to contracts, supporting managers to complete the relevant paperwork, ensuring the relevant authorisation is sought for salary changes and issuing internal offers, secondments and variation to contract letters and work with the Senior HR Administrator to ensure the relevant systems are updated with the changes.
3. Manage sickness and wellbeing matters, arranging a variety of informal and formal meetings (sickness, capability, disciplinary, grievance, flexible working etc...), attending as HR representative, compiling related documentation as needed and supporting managers to deliver the outcome in line with our policies and procedures.
4. Support the People and Culture team with internal training on HR practices. This may include recruitment and selection, challenging conversations and areas such as capability and performance. This will also help develop your own experience and understanding of wider HR within the organization, as you develop within the team.
5. Use the HR software system to produce reports, monitor / analyse results and communicate findings to managers.
6. Periodically attend team meetings across the Group allowing a P&C presence for queries and promotion of health and wellbeing support and colleague benefits.
7. Help administer and continuously promote colleague benefits.
8. Contribute to the continuous improvement of efficient HR systems and processes within the team and provide additional support to team mates where needed.



Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Has a good standard of education, with a GCSE Maths and English or equivalent
- Has experience of working in a busy HR team or similar
- Has knowledge of employment legislation and HR best practices
- Has experience of providing a high-quality customer service, dealing with queries and providing advice.
- Has excellent organisation and administrative skills.
- Has proficient IT skills including Microsoft Office
- Has a full driving licence or the ability to travel across the West Cornwall area to our various sites and offices.

The following would be an advantage:

- A CIPD level 3 or above

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all work colleagues, supporting the company as requested.
3. Ensure compliance with the company's health and safety policies and procedures.
4. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Directly reporting to Senior HR Business Partner



CONTACTS

Internal

- Executive Team and Senior Leadership Team
- Staff Forum
- All colleagues across Coastline

External

- Customers and Customer Representatives
- Housing Associations
- Agencies, Consultants, Solicitors and Legal Advisors
- Local Authorities

