

HR Advisor

 gateway
qualifications

learning your way

A message from our Chief Executive Officer

Welcome to Gateway Qualifications

Our vision is 'to be the awarding organisation of choice, supporting learners and apprentices through their gateway to success'.

We do this by creating the highest quality products and services that are accessible to all learners and apprentices and that meet the needs of all types of providers.

Our expert teams have been supporting providers and supporting learner success for more than 30 years. Over that time, we have constantly evolved to remain responsive to our customer requirements and the changing demands of the learning and skills sector.

Our own success is supported by our genuine desire to provide the best service possible, through sharing our expert knowledge and sector experience, and by building strong working relationships with centres and partners.

If you work hard to be the best in your field and thrive on working as part of a team, we would like to hear from you.

It is only through our people we can continue our success story. We look forward to meeting you.

Fabienne Bailey
CEO

About Gateway Qualifications

At Gateway Qualifications our focus is on creating the highest levels of in-demand qualifications which are accessible to everyone enabling all learners to thrive. To do that, we want people working with us who represent and reflect the diversity of everyone in the UK. As an equal opportunity employer, we therefore encourage applications from people of all backgrounds and are committed to employment practices that promote diversity and inclusion.

Our expert teams have been supporting providers and changing futures for more than 30 years.

As an Awarding Organisation we offer a wide range of Regulated qualifications, Apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure in-house training.

If you join us, you'll be joining an award-winning team who work hard every day to make a difference to the lives of learners. We have won in the following categories at the Federation of Awarding Bodies (FAB) Awards; Qualification of the year, two years in a row, Learner of the year, Individual of the year, AO/Provider Relationship of the year, Awarding Organisation of the year and Innovation of the year.

Job Details & Description

If you are interested in this vacancy, please review the candidates pack for more information and you will be able to make an application via the apply button below. **Please ensure you attach your CV and a Covering Letter explaining why you are suitable for the role.**

The closing date for applications will be midday on Tuesday 28th October. We reserve the right to close this vacancy early if we receive sufficient applications for the role. We may also consider applications as they arrive and may start interviewing prior to the closing date. Therefore, **if you are interested, please submit your application as early as possible.**

All candidates shortlisted for interview will be required to complete an online digital literacy skills assessment and/or a role-related task as part of the selection process.

First stage interviews are scheduled to take place from 3rd November 2025 with second stage interviews planned for the week commencing 17th November 2025.

Job Title	HR Advisor
Reports to	HR Manager
Division/Department	Operations / HR
Employment Status	Permanent
Working Hours	Fulltime, 35 hours per week. Hours and days to be agreed with manager and may be subject to change to respond to customer needs.
Responsible For	n/a
Salary Range	£33,490 - £39,900 per annum (depending on experience)

Job Purpose

To deliver proactive, professional HR advice and support across the employee lifecycle, enabling effective people management, compliance with employment law, and alignment with organisational values.

The HR Advisor acts as a key point of contact for managers and staff, supporting recruitment, employee relations, performance management and development and HR policy implementation.

Responsibilities and Accountabilities

Accountable For

- Providing accurate, legally compliant first-line HR advice to staff and managers
- Delivering timely support on employment relation cases and people issues
- The consistent application of HR policies and procedures across the organisation.
- Ensuring confidentiality and data protection standards are upheld in all HR activities.
- Building strong relationships with people managers

Responsible For

Recruitment & Onboarding

- Guiding and supporting hiring managers as required with job descriptions, person specifications and interview questions, ensuring they are inclusive.
- Working with relevant managers to determine appropriate, inclusive pre-employment assessments and advising on reasonable adjustments as required
- Advising and supporting managers on suitable induction and onboarding of staff
- Delivering the HR induction to staff and WWF
- Participating in interviews as required, ensuring inclusive practice.
- Supporting the HR & Recruitment Officer as required with the co-ordination of recruitment processes, including job adverts, interviews, and onboarding.

Employee Relations & Engagement

- Proactively coaching, supporting, and mentoring people managers in the application of HR policies and practices to ensure staff are performing at a high standard and matters are addressed quickly and supportively.
- Guiding and coaching on short- and long-term sickness cases, including Occupational Health referrals and reasonable adjustments to contribute to a positive culture where employees feel supported.
- Acting as the first point of contact for managers on employee relations cases
- Supporting the HR Manager with more complex cases/changes programmes
- Supporting the HR Manager with the roll-out, review, analysis and actions required from staff surveys.

Performance & Development

- Proactively support line managers to ensure probation periods and appraisal procedures are followed consistently.
- Working with managers to address and support with capability procedures and performance improvement plans.
- Monitoring the induction programmes for new employees and Wider Workforce, ensuring consistency, and advising and updating content as required

- Supporting the HR Manager with delivering engaging training sessions and workshops to staff and people managers
- Supporting the HR Manager with the co-ordination of the annual cycle of learning and development activities
- Evaluating training effectiveness using assessments, feedback, and data analysis as required

Compliance & Policy

- Maintaining accurate and up-to-date HR records, ensuring GDPR compliance and confidentiality across all HR activities.
- Assisting the HR Manager with the review and update of HR policies and procedures, ensuring they remain current, legally compliant with UK employment law, and aligned with organisational values.
- Reviewing and monitoring HR Dashboards/reports and providing proactive support, guidance and action as required to improve statistics.
- Supporting the monthly payroll process, ensuring accurate information is provided.
- Acting as the first point of contact for employee queries related to pay, benefits, and statutory entitlements, providing clear and accurate guidance.
- Undertaking audits as required to monitor compliance of HR policies and procedures.

Culture & Wellbeing

- Contributing to the monthly HR newsletter, featuring key updates, recognition, and wellbeing initiatives
- Promoting wellbeing benefits and support to all staff
- Ensuring any actions required from annual homeworking assessments with staff are completed.
- Supporting and leading on wellbeing initiatives and employee engagement activities
- Helping to foster and promote a positive and inclusive workplace culture.
- Providing guidance and training to line managers on staff wellbeing
- Supporting SIG, and EDI initiatives and contributing to wellbeing and inclusion efforts
- Supporting and engaging with virtual engagement and team-building activities.

Representing the Organisation

- Championing the department, products, and services, representing the company at internal and external meetings, events, and conferences to strengthen existing credibility and reputation through effective relationships with stakeholders

General

- Supporting the team in project work as and when required

General Statement

All staff are expected to create an environment of service excellence by engaging and thinking from the customers perspective and being highly motivated to deliver outstanding customer service.

All staff are expected to be aware of and comply with the policies, processes, and procedures of the organisation.

You may be asked to undertake any other duties commensurate with the nature and level of the post.

The duties and responsibilities outlined in this job description are liable to change to meet the needs of the business. The Chief Executive Officer will discuss and agree any significant changes that arise.

Our Company Values

We believe in involving our staff in all aspects of the business. We asked them to choose our values and behaviours so that it means something. We expect everyone (Staff and Wider Workforce) to demonstrate these in their everyday work when representing Gateway Qualifications.



Partnership

Working together
Supporting teamwork across the organisation
Communicating, listening, supporting, and collaborating



Integrity

Behaving ethically, with openness and honesty
Trusting and respecting each other
Taking ownership of our performance



Originality

Embracing change
Thinking creatively and innovating
Encouraging positive risk taking



Quality

Striving to do things right every time.
Taking pride in what we do
Continuously improving

Person Specification

Qualifications

- CIPD Level 5 qualification (or higher), or an equivalent recognised HR-related professional qualification and/or substantial relevant experience.

Experience, Knowledge & Skills

- Strong working knowledge of UK employment law and HR best practices.
- Proven experience in a generalist HR role, with confidence advising managers on issues such as disciplinary, grievance, absence, and performance.
- A proficient level of digital literacy, including specific knowledge and experience of working with the Microsoft Office suite (Word, Excel, PowerPoint, Outlook, and Teams) and a range of other digital tools and apps.

- Excellent communication skills, specifically written and oral, to be able to communicate effectively with a wide range of stakeholders.
- Excellent time management skills, with the ability to work to deadlines, while managing and prioritising your own workload to ensure efficient and effective outcomes.
- Excellent attention to detail and accuracy.

Personal Qualities

- High level of discretion and professionalism when dealing with confidential information.
- Ability to relate to and work in line with our values.
- A commitment to providing excellent customer service, both externally to our clients and customers and internally to colleagues.
- An understanding of Equity, Diversity, and Inclusion (EDI), and actively fostering an inclusive environment.
- Ability to work independently and on own initiative.
- Self-motivated with a flexible approach to work and a willingness to undertake regular Continued Professional Development (CPD).

Further Candidate Information

Working at Gateway Qualifications

We are a business that is also a charity, and we all take pride in our main role of supporting our centres. It's a key part of what we do.

We have a small senior leadership team who are approachable. We also have an excellent Board of Trustees. They invest in us as an organisation so that we can do more for our customers, for example, keeping our technology up to date.

We've been through a lot of changes in the last five years, and no doubt there will be more to come as the qualification marketplace evolves, but we are a team who can embrace change and are adaptable and innovative. We also have fun too!

We have 60+ core staff, supported by our wider workforce and our consultants, so about 170 people in total. We have an office base in Colchester, but we primarily work from home and have colleagues all around the country.

You can read all the information about [Gateway Qualifications our website](#). We hope you'll want to join us, and we look forward to meeting you.

Our Benefits

Salary: We all like to feel we are fairly rewarded for our hard work. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have an open and transparent pay scale model that rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked, and we believe we pay competitive salaries. We are happy to talk through any queries about the pay as we like to attract the best candidates.

Pension: We offer a fantastic pension scheme. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

Annual Bonus: We like to share our success with our staff. If the business is thriving and we achieve our targets, then the Board has the discretion to award all employees with a lump sum bonus. The amount changes from year to year but it means everyone benefits in our team success.

Homeworker Allowance: All employees that work remotely receive a monthly Home Worker Allowance as a contribution towards the costs of utilities.

Working Hours: Our full-time working week is 35 hours. This is a great benefit, but we do sometimes ask for flexibility. This may mean working more hours when we need it and then taking a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

Flexible Working: Our core office opening hours are 8.30am to 5.30pm and we have flexible start and finish times within these hours depending on your job role. We understand that things can change, or you may have the occasional appointment during work hours, and we are happy to accommodate this with your manager's approval.

Holidays: We offer a generous holiday entitlement of 30 days leave plus Bank Holidays. We also close between Christmas and New Year. If you work part-time this is pro-rata.

Supporting You: You'll have regular monthly one-to-one meetings with your manager and quarterly reviews where objectives will be set.

Continuing Professional Development (CPD): We encourage all staff to continue to learn and grow in their careers and we also encourage personal development. All staff are given individual LinkedIn Learning licences, which provides access to thousands of general and specialised learning opportunities.

Communication and Get Togethers: We know how important it is to keep everyone up to date with what's happening across the organisation and sector, while working remotely. Therefore, we have weekly Thursday Training for all staff where key priorities and learnings are shared and monthly Newsletters for general news and updates.

Working from home can sometimes feel a little removed, so we also manage to squeeze in regular virtual team socials, and we also get together for staff days out. As well as learning new skills these days out of the office are great fun. Previous staff days have included treasure quests, getting creative with power tools, and feeding giraffes and elephants!

Technology & Equipment: We provide all our staff with the necessary technology and equipment for their job role. Staff are required to ensure their home working environment is suitable with an appropriate desk and chair, a reliable, high speed internet connection, and a quiet place to work.

Sick Pay: Although we hope you don't need to use it, it is reassuring to know that if you need to be off work due to a major illness then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

Wellbeing Benefits: We have partnered with some amazing health providers, to ensure that our staff (on completion of probation) have access to 24/7 wellbeing benefits. These include an Employee Assistance Programme (EAP) and Health Cash Plan.

Accreditations

