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## Senior People Services Advisor 26/03

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**Job reference:** 237554

**Salary:** Band 6 (£41,608 - £50,702)

**Job closing date:** 09/02/2026

**Job Type:** Administrative Services

**Location:** Cardonald Regional Centre - Hybrid Working

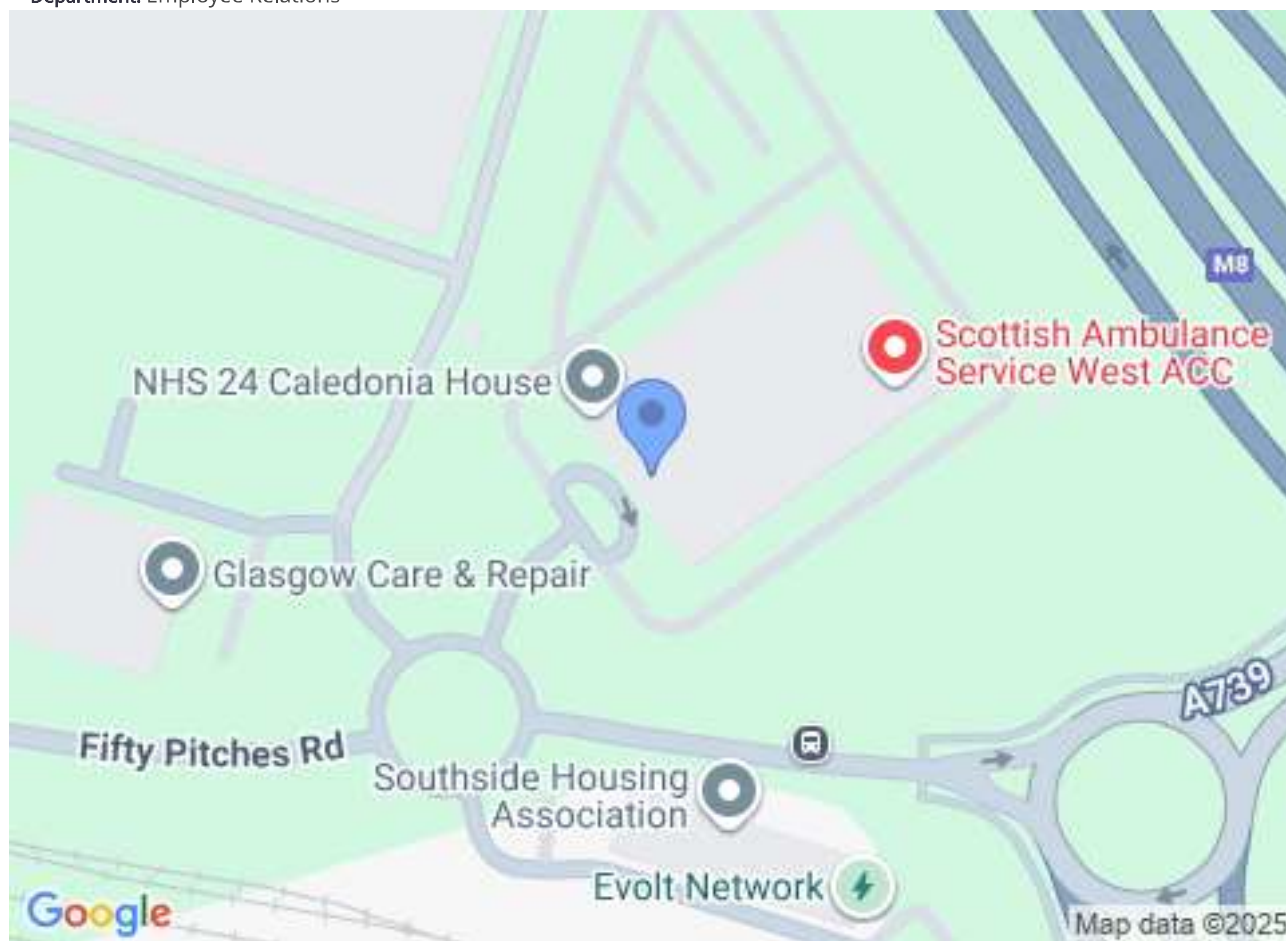
**Employment type:** Temporary

**Hours Per Week:** 37

**Job posted date:** 26/01/2026

**Employer (NHS Board):** NHS 24

**Department:** Employee Relations



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## Job Advert



### **Senior People Services Advisor**

Are you an experienced HR Advisor looking for a new opportunity?

Do you have experience of working in a fast-paced environment within a large organisation?

Are you passionate about engaging with others and working as part of a team to achieve shared goals?

### **Who We Are**

As NHS Scotland's unique provider of a national tele-health and tele-care service, we are responsible for the delivery of health advice and information by telephone and online services to the population of Scotland 24 hours a day, 365 days a year. NHS 24 is a patient-focused service providing the people of Scotland with triage, advice, guidance, referral and information on health and healthcare services.

We have five regional centres – Aberdeen, Dundee, South Queensferry, Cardonald and Clydebank. **NHS 24 supports hybrid working, this post will be based within our Cardonald regional centre.** The successful candidate must be within commuting distance to a regional centre to attend if required and must also be able to travel to other regional centres when requested to attend meetings, undertake training and any other activities.

### **The Role**

#### ***This Post is Temporary for 12 Months***

As part of a 3-tier model of HR Service Delivery, the post holder will provide expert, comprehensive and professional Workforce related advice. The role will support policy implementation by providing advice and internal consultancy service relating to the full range of Workforce Policies, employment legislation and terms and conditions of service to managers and staff across NHS 24.

The post holder will also, using a computerised case management system manage a wide and varied range of cases and will participate in formal investigations and hearings to provide professional guidance and advice.

### **Key Responsibilities**

- Provide professional advice to managers and staff on HR issues including the interpretation and application of policy, procedure, conditions of service and payroll issues, in line with good practice, corporate practice and current employment legislation
- Advise and guide managers on the proactive case management of all aspects of employee relations which are highly sensitive, highly complex and contentious information
- Provide escalated (level 2/3) advice and guidance on people first enquiries responding to staff and management queries in line with key performance indicators in terms of time and satisfaction ratings.
- Lead organisational lessons learned sessions, ensuring efficiency and quality of ER processes is delivered. Provide advice and guidance on service improvements ensuring that all recommended actions are and implemented as required.
- Work autonomously, providing excellent person-centred advice, support and assistance to managers and staff on a range of workforce issues, ensuring best practice and compliance with statutory legislation within agreed parameters escalating matters to the People Services Business Partner.

### **Successful Applicant will:**

- Educated to SCQF level 10 or equivalent experience
- Be an experienced HR advisor, preferably in the public sector, working in an Employee Relations department (or similar), able to evidence high level of specialist knowledge, required for an exposed role.
- Hold a professional HR qualification ie Chartered membership of the Chartered Institute of Personnel and Development, preferably at MCIPD level.

- Be Organised, flexible and adaptable to changes in the work environment and associated workloads with ability to stay focused on tasks under pressure.
- Have excellent communication, influencing, mediation, project, and people management skills.

### **Benefits**

NHS 24 offers a complete benefits package, with a permanent contract on Band 6 with a salary ranging from £43,169 to £52,603 Per Annum (pro rata if applicable). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- Development opportunities including study bursaries, e-learning and classroom-based courses
- Enhanced pay for working public holidays
- Enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

This is an excellent opportunity for a motivated and experienced individual who is looking for a challenging and rewarding role that will contribute to the success of a public organisation.

### **Interested**

Please download the [Job Pack and Person Specification](#) for full details of NHS 24 and this opportunity as well as the [Candidate Application Guide](#) which will support you in your application.

We recommend that prior to application candidates read all the information provided in the Job Pack as it contains much of the information about NHS 24 and this vacancy to support a successful application.

**Our mission at NHS 24 is to create a workplace where everyone feels welcome, valued and part of the team. As an organisation that promotes inclusion, we celebrate difference, and we encourage everyone who joins us to be themselves at work.**

**We are progressing an Anti-Racism Action Plan, which builds on our existing equalities work, and this will help us to measure our progress towards becoming an anti-racist organisation.**

**NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.**

**To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.**

**As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards will check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visas as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).**

**Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.**

**It is ESSENTIAL that you have checked that you either already have an appropriate right to work in the UK or that the post would be eligible to be sponsored BEFORE submitting your application form.**

Take a look around the company

<https://jobs.scot.nhs.uk/>

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