

Job Description

Role Information

Job Title	Senior People Advisor
Directorate (and Team)	People & Culture Team
Location (supported by Hybrid Working)	Birmingham
Full Time or Part Time	Full Time

Company Overview

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992, we are a high-growth business with a client portfolio that includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

Role Purpose

Our Ardent purpose is - Delivering life improving change for communities and future generations.

The purpose of the Senior People Advisor role is to deliver a high quality, end to end People & Culture service that strengthens our people foundations as the business continues to grow. With people at the heart of Ardent, this role exists to ensure our Purpose, Vision & Values are consistently reflected in our day to day people operations across all locations. The Senior People Advisor will provide expert, timely support to People Leaders and our people to enhance the people journey, and drive key People & Culture initiatives including engagement, talent development, EDI and organisational design so that our people have the environment, support, and capability they need to thrive.

Values Alignment & Shared Commitment

The Senior People Advisor is an ambassador of the Ardent values, promoting a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

Ardent Values

- Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve
- Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value
- Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out
- Enjoy the journey - Have fun, be engaged and be proud to be Ardent
- Adapt - We drive change and innovation to deliver growth and new opportunities in an ever-changing world

Key Accountabilities, Responsibilities & Outcomes

Accountabilities and / or Responsibilities	Outcome
A strong delivery background, focused on a people-centric culture	Demonstrable improvements in engagement scores, wellbeing, and retention attributable to people-centric interventions.
Support or lead People-related projects	Clear project outcomes achieving meaningful improvements in processes, culture, or employee experience.
Proactively address retention, skills development, engagement, wellbeing, and culture embedding	Noticeable improvements in retention and stronger alignment between people and company culture, reflected in feedback and engagement surveys.
Support transformational change and develop improved processes.	Streamlined, forward thinking people processes that improve efficiency, consistency, and user experience. Increased adoption of new ways of working across the business.
Support with recruitment & selection.	Support with high-quality hires aligned to values, culture, and the Ardent Talent Standard.
Build positive relationships across the business and provide expert advice	<p>Trusted relationships at all levels, with the Senior People Advisor seen as a credible, proactive partner.</p> <p>People Leaders proactively seeking guidance, leading to earlier resolution of issues. Increased alignment and consistency in people practices across all teams.</p>

Maintain up to date knowledge of trends and emerging priorities.	Introduction of relevant People & Culture practices that support business growth. Improved ability for the People & Culture team to prioritise effectively based on emerging insights.
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Core Competencies (Expected of Everyone)	
Integrity	Upholding high standards of honesty, fairness, and ethical behaviour in all actions and decisions. Acting consistently with stated values and commitments, even when faced with pressure or personal risk.
Respect diversity	Understanding, valuing, and respecting individual differences. Treating people fairly and with dignity regardless of background, identity, or role, and creating an inclusive environment where diverse perspectives are welcomed.
Safety	Understanding and applying safety practices and procedures to protect people, assets, and operations. Identifying risks and hazards and taking appropriate action to minimise harm.
Resilience	Managing pressure, change, and setbacks in a positive and professional manner. Maintaining focus, effectiveness, and emotional control during challenging situations.

All Ardent Behavioural Competencies	
Customer Service	Understanding and responding to customer needs in a way that consistently delivers positive experiences. Demonstrating a strong commitment to service by anticipating needs, exceeding expectations where

	possible, and taking responsibility for ensuring customer satisfaction.
Continuous learning	Maintaining a commitment to ongoing learning and professional growth. Actively seeking opportunities to develop knowledge and skills, reflecting on experience, and encouraging others to learn, grow, and adapt in response to changing demands.
Quality Focus	Consistently delivering high-quality work that meets client needs and organisational standards. Applying discipline, attention to detail, and clear written communication to ensure deliverables are accurate, well structured, and fit for purpose, while continuously seeking ways to improve the quality of products, services, and written outputs.
Adapting to change	Responding effectively to change by adjusting priorities, behaviours, and ways of working. Demonstrating flexibility while consistently adopting and following agreed organisational processes, policies, and the Ardent way of working to ensure work is delivered effectively and consistently.
Teamwork, Collaboration & Partner Working	Working collaboratively with colleagues, clients and external partners to achieve shared outcomes. Building positive relationships across organisational boundaries, contributing actively to multidisciplinary teams and supporting a joined-up approach to delivery
Interpersonal Communication	Communicating clearly, constructively, and respectfully to build understanding and effective working relationships. Actively contributing in meetings by preparing, sharing ideas, listening to others, and engaging consistently across in-person

	and remote settings to support progress and shared outcomes.
Planning & Organising	Effectively structuring and prioritising work to meet organisational needs. Defining clear objectives, anticipating requirements, managing time and resources, and balancing competing priorities to deliver work efficiently and on schedule.

Technical Competencies

Competency	Outcome
Leads HR operations delivery; designs and improves processes across the people journey, ensuring they are legally compliant, user friendly and aligned to business needs.	<p>HR processes are legally compliant, efficient, and consistently applied across the organisation. People & People Leaders experience simpler, more user-friendly people systems and processes. Operational performance improves (e.g., reduced errors, faster turnaround times, fewer escalations).</p> <p>Process improvements result in measurable efficiency gains and improved satisfaction scores.</p>
Provides employment law guidance across the organisation; keeps knowledge current with legislative and case law developments and translates these into practical HR advice.	<p>People Leaders act confidently in applying employment law principles, reducing operational and legal risk.</p> <p>HR decisions are defensible, well-reasoned, and aligned with the latest legislative requirements. Organisation demonstrates compliance during audits, reviews, and case assessments.</p>
Leads complex ER cases including restructures and sensitive disputes; advises People Leaders, manages legal risk and ensures consistent, fair and well-documented outcomes.	<p>Complex cases are resolved fairly, consistently, and within required timescales. People Leaders feel supported and capable throughout ER processes.</p> <p>Restructures are delivered smoothly, with clear communication and minimal disruption.</p>

<p>Leads policy development; ensures the policy suite is comprehensive, current and reflects both legal requirements and organisational culture.</p>	<p>Policies are current, compliant, and reflective of both best practice and organisational culture. Implementation of new or revised policies leads to improved consistency across teams.</p> <p>People & People Leaders clearly understand expectations due to well-communicated and accessible policies.</p>
<p>Leads the new starter experience strategy; uses data and feedback to continuously improve onboarding and ensure it supports retention and performance.</p>	<p>New starters integrate quickly, with improved time to competence and early performance indicators.</p> <p>Onboarding processes are consistently delivered across the business. Data insights drive ongoing improvements to the employee experience from day one.</p>
<p>Leads offboarding strategy; uses leaver data to inform retention initiatives.</p>	<p>Exit data is analysed and used to identify actionable retention opportunities. Leaver feedback informs meaningful improvements to culture, leadership, and internal processes.</p> <p>Offboarding is smooth and compliant, maintaining positive relationships and employer brand strength.</p>
<p>Support employer brand strategy delivery; manages the EVP, uses data to evaluate brand effectiveness and improve candidate attraction.</p>	<p>Candidate attraction improves, shown through increased application quality or reduced time-to-hire.</p> <p>Data informs targeted employer brand activity, improving effectiveness. External perception of the organisation strengthens, reflected in reviews, social presence, and candidate feedback.</p>
<p>Leads capability management across the organisation; designs processes, builds People Leader capability and ensures a consistent and fair approach to managing underperformance.</p>	<p>Underperformance is managed proactively, fairly, and consistently. People Leaders demonstrate increased confidence in managing capability.</p>

	Improvement plans lead to measurable uplift in performance or appropriate resolution.
Supports reward strategy delivery; designs and maintains the pay framework, manages benchmarking, advises on complex reward cases and ensures reward is fair and competitive.	<p>Pay frameworks are maintained accurately and consistently across roles and levels. Reward decisions are fair, market-aligned, and well-documented.</p> <p>Pay benchmarking enables competitive positioning and supports retention.</p>
Advises on job design across business areas; identifies role clarity issues, supports restructuring decisions and ensures job design reflects organisational needs.	Job roles are clearly defined, with responsibilities aligned to business needs. Restructures are informed by robust role design, leading to improved efficiency and clarity. Employees have clearer expectations, improving performance and accountability.
Partners confidently with People Leaders; translates commercial priorities into people plans, leads on HR projects and influences managers to adopt effective people practices.	<p>People plans are aligned to business strategy and proactively address future workforce needs.</p> <p>HR projects deliver measurable impact and improve organisational performance. People Leaders feel supported and empowered to manage people effectively.</p>
Manages the HR system as a core operational tool; drives data quality, supports system upgrades or implementations and develops reporting capability to support people decisions.	HR data is accurate, complete, and trusted by leadership. Reporting capabilities enable data-driven decision-making. Automation and system use reduce manual workload and increase operational efficiency.
Supports delivery of the EDI programme; manages pay gap reporting (gender, ethnicity), conducts inclusion audits, identifies systemic barriers in people processes and works with People Leaders to address them.	<p>Gender and ethnicity pay gap reports are accurate, insightful, and lead to meaningful action plans.</p> <p>Diversity and inclusion metrics improve over time due to targeted interventions.</p>

What we offer

We are a purpose, and values led business with a strong focus on personal growth and opportunities to contribute to impactful infrastructure and regeneration projects across the UK and Ireland, living our purpose in delivering life improving change for communities and future generations.

We promote a supportive and collaborative culture, where our people are empowered through coaching, hybrid working, and a healthy work-life balance. Our commitment to professional development is clear, from supporting early-career professionals to enabling progression through professional qualifications and continuous learning, living our Thirst for Knowledge value. We provide purposeful work, which includes our contributions to the UK's net zero agenda and community regeneration, and seek people who value the opportunity to solve complex challenges in a culture that thrives on innovation.

We're a fast-growing business with a culture centered on learning, innovation, and opportunity. Through our company-wide coaching programme, we empower our people with faster, personalised career development, a deeper connection to our culture and values, and greater ownership of their progression.

We're looking for curious, ambitious individuals who thrive in a dynamic, purpose-driven environment, where learning, openness, trust, and collaboration are at the heart of everything we do. We also know the importance of enjoying the journey, which is why we value social connection and having fun along the way.

We offer a comprehensive benefits package designed to support the health and wellbeing, engagement, and work-life balance of our team. From day one, our people have access to hybrid working, 25 days of annual leave (with options to buy or carry over), enhanced maternity and paternity pay, and a company pension scheme.

We provide Benenden Health Care, offering mental health support, 24/7 GP services, physiotherapy, optical and dental cover, and personal accident protection (depending on level). Additional benefits include the Cycle to Work scheme, electric car leasing, recognition awards, long service leave, and a discretionary annual bonus scheme, all designed to ensure our people feel valued and supported.

We're proud to be an equal opportunities employer, and we're passionate about creating a workplace where you're empowered to bring your authentic self to work every day.

We are committed to building a diverse, inclusive team where everyone belongs. We welcome talent from all backgrounds and actively encourage applications from underrepresented groups.

If you're ready to grow with a business that's scaling rapidly and making a real impact, you're in the right place!.

To apply or learn more about this opportunity, please submit your CV or reach out to **Lucinda Cleophas** at lucindacleophas@ardent-management.com