



## People Professional Level 5

Typical **22-month duration** of on programme learning, followed by an end point assessment. Includes **CIPD Level 5 Associate Diploma In People Management.**

Learner focused approach to learning, with a dynamic delivery plan. Workplace mentor needed as the programme is centred around the individual's workplace development.



## Profile

People Professionals play a key role in supporting the business to meet its strategic objectives by driving forward the People agenda. People Professionals are responsible for various activities from attracting, recruiting, developing, and retaining talent, managing payroll and benefits, supporting positive employee relations, and ensuring compliance with employment law.

The broad purpose of the occupation is to support the business to meet its objectives through the people agenda and relative initiatives. People expertise will be used to provide advice, views, and challenge to the business, enabling the role to be involved in a wide range of projects and tasks.

In their daily work, an employee in this occupation will give specific advice and coaching on the interpretation of applicable policies and employment law to the business. They will also support on people related elements of business projects. They will work with stakeholders inside the People function, internal stakeholders, and external stakeholders as appropriate.

# Knowledge

- Internal and external sources of data for people management.
- People systems and how they are utilised for business value.
- People operating models and theories for different business types. e.g., small or large, private or public.
- Functions within the people profession, and how each deliver for the business.
- Business aims and objectives, and how their work contributes to them.
- Evolution of the people professional industry and the current role.
- Sources of specialist HR expertise and or guidance for people issues including ethics.
- Regulatory requirements such as data protection, confidentiality, data management, for the handling and processing of data, and its application.
- Employment legislation and policies.
- Problem solving, and decision-making techniques.
- Project management practices, and techniques.
- Emerging digital trends, and how these can be embedded in people practice.
- Commercial and budgetary implications of people management.
- Commercial awareness of the business, and the external environment which it operates within.
- Prioritisation tools and techniques e.g., priority matrix.
- Internal and external sources of data for benchmarking.
- Negotiation and influencing models and techniques.
- Communication techniques for interacting with stakeholders including appropriate presentation techniques.
- Approaches and practices of equity, diversity, and inclusion.
- Approaches to employee wellbeing.
- Data analysis techniques.
- Current practices and developments in the sector in achieving sustainable people operations.

## Skills

- Communicate information through appropriate channels to enable key stakeholders to understand what is required.
- Build and manage multiple and diverse stakeholder's relationships.
- Advise on application of policy, regulation, and law for HR issues.
- Use data and metrics to mitigate areas of risk and highlight opportunities.
- Negotiate with and influence stakeholders to support achievement of business and organisation objectives.
- Present insight and conclusions on workforce issues or people process failures.
- Enable stakeholders to deliver people solutions. e.g., through negotiation, providing guidance.
- Lead and improve people capability within the business.
- Manage and deliver people related business and change projects.
- Handle and process people data according to legislative requirements.
- Embed organisational people policy to promote a diverse and inclusive culture with stakeholders.
- Analyse financial implications of people solutions ensuring value for money.
- Support the delivery of people strategies using technology and innovation in accordance with regulations and policies.
- Make decisions on people policy and issues raised, escalating concerns outside own area of responsibility.
- Use prioritisation tools e.g., priority matrix to manage workload, and deliver against business objectives.
- Challenge matters which conflict with ethical values or legislation.
- Contribute to the development of people policies and procedures or people initiatives.
- Interpret people and management data, from both internal and external sources to identify trends.
- Educate and support stakeholders to deal with wellbeing issues.
- Benchmark to improve people policies and procedures, or people initiatives.

# Behaviours

- Motivated and resilient to challenging situations.
- Work flexibly and adapts to circumstances.
- Seek learning opportunities and continuous professional development, incorporating them into their work.
- Act in a professional manner with integrity.
- Work collaboratively with others across the organisation and external stakeholders.
- Take personal responsibility for and promote sustainable working practices.
- Encourage a diverse and inclusive culture.
- Takes personal responsibility for and promotes wellbeing.
- Role model ethical behaviour, and practices, and challenge decisions, and actions that are not ethical.

# Duties

- Implement people strategies and equality objectives for the business.
- Address people issues within your area of work, managing risks and creating innovative solutions.
- Develop and implement annual people plans and projects. Align to business and people strategies ensuring equity, diversity, and inclusion.
- Maintain up to date people policies, ensuring developments in people practice are embedded.
- Make and present evidence-based decisions for people solutions, drawing on and carrying out relevant research and utilising benchmarking data.
- Provide advice, guidance, and training to the business on people related issues in line with business policies and employment law.
- Develop and maintain inclusive relationships with internal stakeholders to influence and support their people requirements.
- Contribute to workforce design and succession planning, identifying future trends and issues across the organisation.
- Contribute to the ongoing success and growth to their organisation by providing insight on people related issues.
- Evaluate impact of people policies and procedures on the organisation, its culture, and its people.
- Lead people development such as talent management, coaching and mentoring arrangements, for their organisation.
- Support the improvement of the agility and productivity of workforces and organisations, to enable innovation and collaborative working using technology.
- Enable the 3 pillars of sustainability (Economy, Society and Environment) and social value.

# Apprentice Journey

## Enrolment

- Recruitment support
- Information, advice and guidance
- Health and safety vetting
- Initial assessments
- Application form

## Induction

- Full induction with trainer
- Manager/mentor involvement
- Individual learning plan
- Commitment agreed
- Skill scan of prior knowledge

## Programme

- Trainer-led learning sessions
- Workplace portfolio development
- Off the job hours to complete programme
- Digital platforms and resources
- Functional skills maths and English where applicable
- 12-week progress reviews
- Mentor support & guidance

## End Point Assessment

- Presentation & Questioning
- Professional discussion underpinned by a portfolio of evidence
- CIPD Assignment



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Upskill.  
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