

JOB DESCRIPTION

Post: **Employee Relations (ER) Adviser**

Responsible To: **Senior HR Business Partner**

Summary of Post:

To work within the People Services Team to manage all ER cases across EKC Group, being the point of contact for all managers, supporting them to apply processes to ensure effective, compliant resolutions.

Through work with key stakeholders, including Senior Leaders, Managers, Business Partners and Unions, this role will coach and advise these stakeholders, putting EKC Group at the forefront of effective ER and ensuring our staff are valued and supported.

Specific Duties

1. Support and advise on all elements of case management across the EKC Group from more basic level cases to complex, sensitive, and high-risk ER cases, providing an, effective and efficient case management service to ensure that cases are dealt with in a fair, legally compliant and timely manner in accordance with relevant Policies and to minimise risk to the Group
2. Coach and advise staff and managers to achieve resolution of ER matters at the earliest possible opportunity, providing support and guidance, to managers to help develop their people management skills and their understanding of case management, policies, procedures, and ER practices
3. Work with Senior HR BP on the design, production and delivery of regular training sessions and/or workshops for line managers and senior leaders across the Group; providing updates on internal changes to policies and procedures and providing a summary of recent and relevant case law to help inform the continual improvement of case management practice across the Group.
4. Provide specialist ER advice and support to all HRBPs and their Business Units in respect of ER matters including absence management, grievance, disciplinary and performance management.
5. Work closely with the Senior HRBP so that there is clear, consistent, and regular communication on all casework and to ensure that responsibility for any action is clearly understood, identifying and escalating all associated case risks.

6. Critically review the Groups people policies, procedures and practices and contribute actively to ensure all such tools remain effective, reflect best practice, and maintain compliance with UK legislation
7. Actively support all HR BPs on absence management across the Group, using data analysis to identify trends and areas of concern and support with formulating effective strategies to improve absence rates in close collaboration with Senior Leaders.
8. Project manage formal case investigations and hearings on behalf of Principals and Directors, including identifying investigating officers, arranging interviews and panels for hearings, and ensuring findings are reported and communicated in a timely and appropriate manner, assessing and mitigating risk at all times.
9. Ensure that all paperwork and information associated with ER issues is managed effectively and accurately, working closely with colleagues in the HR Admin team, as appropriate.
10. Maintain effective communications with all relevant stakeholders, including trade union or staff representatives.
11. Create up to date materials to support managers' knowledge of ER matters including checklists, process guidance, and reviewing understanding to ensure we are compliant with all approaches.
12. Provide support to the HR team in implementing organisational change activities in order to minimise risk to the Group and maximise employee engagement.
13. Build and develop strong working relationships with HR stakeholders in order to deliver consistent professional practice and leverage shared expertise.
14. Supporting project work across the HR team as required.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.

7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	PERSON SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				

1.	A sound understanding of UK employment law with the ability to research to ensure all advice given is effective and has been thoroughly mitigated for risk		✓	6
2.	Strong influencing and negotiating skills with experience in conflict resolution cases	✓	✓	6
3.	Ability to write clearly and concisely, relaying often complex information and advice to a range of audience levels		✓	4
4.	Excellent communication skills with the ability to liaise with stakeholders of all levels including liaising with Unions	✓	✓	6
5.	Excellent organisational and administration skills, ensuring deadlines are met and content of work is accurate	✓	✓	6
6.	Computer literate with the ability to manipulate data and to present findings in appropriate formats		✓	4
7.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	A minimum of 2 years' experience in an HR role	✓		6
2.	Experience of providing ER advice in an HR capacity, without close supervision, providing complex support and guidance to managers of all levels	✓	✓	6
4.	Experience of managing a range of ER cases from start to conclusion, using effective judgement to reach acceptable conclusions	✓	✓	6
5.	Experience of analysing HR data and metrics to produce effective strategies to drive forward performance	✓	✓	4
6.	Experience of policy review and development in relation to ER best practice	✓	✓	4
7.	Experience of working in a similar medium to large, complex organisation	✓		4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	Relevant HR qualifications and/or up to date CPD related to Employee Relations	✓		6

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.