

JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION

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| Job Title: | Employee Relations Officer | Salary Grade: | CMG9 |
| Service Area: | Corporate Services | Section: | People |

Responsible to: Senior People Business Partner

Line Management responsibility for: Not Applicable

Contact with: Line Managers, Heads of Service, Head of People, People Business Partner Team and Human Resources Service Centre, Employees, Unison

Purpose of job: Working with the People Business Partner Team and Human Resources Service Centre to provide up-to-date timely and accurate specialist Employee Relations support and advice to Senior Leadership Team, line managers and employees.

Budget responsibilities: Not applicable

Principal Accountabilities

1. Coaching and supporting line managers on employee relations issues including; absence management, performance management, grievances, disciplinaries, probation and other related case work.
2. Provide interpretation and advice to employees and managers on terms and conditions of service, employment policies and procedures.
3. Support and advise line managers on process and protocol at absence and performance management meetings, grievance and disciplinary hearings including investigations, preparation of reports and supporting evidence.
4. Advise and take notes at meetings including investigations, meetings, hearings and appeals and advise on content.
5. Support the Authorised Officer at absence meetings, providing advice on policy related to employment law, ACAS best practice to the relevant Authorised Officer.
6. Work with colleagues People Team to identify, contribute and deliver initiatives related to employee relations and to continuously improve the service we deliver as a team.
7. Attend meetings with managers and People Business Partners to update on casework progress and identify issues or trends to support any Work Force Planning and Learning and Development initiatives.
8. Support line managers with the Recruitment and Selection process including the development of Job Accountability Statements, advice on writing advertisements and attend recruitment panels.

9. Compliance with our data protection policies and procedures to ensure that personal data is handled in an appropriate manner – safely and securely.

Disclosure and Barring Service (DBS) Registration required:

No

Public Sector Network independent check required:

No

Politically Restricted Post:

No

PERSON SPECIFICATION

The following are the qualifications or equivalent experience that apply to this role:-

| We expect you to have: | We also hope that you have: |
|---|--|
| <ul style="list-style-type: none"> • MCIPD or working towards Level 5 Associate MCIPD or equivalent experience. • ILM Level 3 Coaching and Mentoring • Experience of managing multiple and complex caseloads in a large and diverse organisation | <ul style="list-style-type: none"> • Experience of writing HR policies and procedures |

| Skill groups | Skills |
|--------------------------------|---|
| | We expect/hope you have: |
| Role-specific technical skills | <ul style="list-style-type: none"> • Excellent communication skills both written and verbal • Tact and diplomacy and empathic • Agile and proactive • Curious and Problem Solving • Coaching and mentoring • Applied up-to-date employment legislation and knowledge • Mediation • Working knowledge of Equality, Diversity and Inclusion legislation and EQIAs • Interview skills • Interpretation of employment legislation |
| Impact and influence | <ul style="list-style-type: none"> • Persuasive and perceptive • Ability to provide positive challenge • Innovative and creative |
| Project Management | <ul style="list-style-type: none"> • Ability to manage multiple and complex Employee Relations cases |
| IT Skills | <ul style="list-style-type: none"> • Microsoft Office365 applications (Outlook, Word, Excel, PowerPoint) iTrent |
| Administration | <ul style="list-style-type: none"> • Report and letter writing • Updating and rewriting policy and process notes |
| Data Protection | <ul style="list-style-type: none"> • Up to date knowledge and understanding of the principles of data protection legislation to ensure compliance. |

The following are any physical or special attributes that apply to this role:

| We expect you to be able to: | We also hope that you are able to: |
|--|---|
| <ul style="list-style-type: none"> • Work flexibly as appropriate. • | <ul style="list-style-type: none"> • |

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| Prepared by: Loraine Cook | Date: May 2024 |
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