

# Capel Manor College

## Employee Relations Advisor

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### Job Description & Person Specification



# JOB DESCRIPTION & PERSON SPECIFICATION

## JOB DESCRIPTION

<b>Post</b>	Employee Relations Advisor
<b>Scale</b>	Business and Learning Support
<b>Grade</b>	Scale 6 points 23-25
<b>Responsible to</b>	Director of Human Resources
<b>Location</b>	Enfield with occasional travel to other College Campuses
<b>Contract</b>	Full time, Permanent

### Key Responsibilities:

The key responsibility of the ER Advisor is to provide effective advice and support to managers, enabling them to manage their staff effectively. The postholder will have specific responsibility for overseeing employee relations casework, ensuring that investigations, hearings and appeals are carried out in line with College policies and that all stages, including the decisions and sanctions, are well documented and filed.

The postholder will also monitor the data available to report on activity and trends and will use this information to offer tailored training to managers, to set targets for improvement in attendance and behaviour and to make recommendations about health and wellbeing services and training that could be introduced to support improvement. They will also be responsible for supporting other general HR activities as required.

### Responsibilities:

1. Provide advice to managers and employees on a wide range of employee relations (ER) matters, including sickness absence, performance, probation, grievance, disciplinary and capability issues.
2. Oversee all stages of ER cases, from investigations and hearings through to appeals, ensuring that processes align with College policies and good practice and that all stages are clearly documented.
3. Support the Director of HR in the management of complex ER cases such as redundancies and employment tribunals, as required.
4. Coach and support managers, equipping them to manage performance and behaviour in their teams, to improve the team culture and to have difficult conversations with confidence and care.
5. Maintain and update the ER tracker to ensure all follow up actions are undertaken in a timely way.
6. Monitor the workforce data available and identify ER trends to support the HR team effort to continuously improve HR policy and practice, as well as services and benefits.
7. Deliver training to line managers on people management topics, building capability and confidence across the organisation.
8. Undertake project work to develop and improve HR systems, policies and procedures.
9. Produce reports on staffing, the workforce profile and casework activity, as required.
10. Provide information to managers and staff about the College's general conditions of service and employment practices (such as annual leave, sick pay entitlement, special leave, pay arrangements and pay scales)
11. Provide first line advice when dealing with telephone, email and written enquiries and personal callers to the Department
12. Draft routine correspondence and employment paperwork
13. Provide cover and assistance across the HR service as necessary
14. Maintain confidentiality at all times and to work flexibly within the team

### General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners

4. To operate at all times in line with the College's values and behaviours
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

## **PERSON SPECIFICATION**

### **Qualifications**

- A Level 3 CIPD qualification or equivalent experience.
- A Level 2 qualification in English and Maths or a willingness to achieve within a specified period.

### **Experience**

- Experience of proactively managing an ER caseload, working within a busy HR environment.
- Experience of using the Microsoft Office suite, Sharepoint and iTrent would be advantageous

### **Skills, Abilities and Knowledge**

- Effective oral and written communication skills with the ability to write clear, concise and accurate reports and correspondence.
- Strong project management skills with the ability to plan and prioritise own workload and meet agreed deadlines.
- Ability to develop and maintain positive working relationships with people at all levels of the organisation.
- Ability to analyse, interpret and present complex information.
- Ability to work independently, on own initiative, as well as with colleagues, asking for and offering help as required.
- Ability to maintain confidentiality at all times.
- Good general knowledge of employment law and good practice in HR.

### **Other Factors**

- An understanding of and commitment to safeguarding young people and vulnerable adults
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults
- Emotional resilience
- The ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery
- Should the position involve regular driving, a clean driving licence is required