



Job Description

Job Title	Employee Relations Advisor
Business Group and Team	Human Resources
Job Purpose Overview	To advise colleagues and managers on a range of people management issues including conduct, attendance, grievance, performance, health and welfare, and assist with a range of other HR related projects. Delivering tasks and activities to support ER and the wider HR team, helping to embed organisational change and policy and process improvements. You will also undertake tasks and activities that will support the delivery of our diversity and inclusion action plan.
Organisational Position	Reporting to the Employee Relations Lead within the HR Policy and Employee Relations Team.

Date Updated	April 2024		Updated By	K Hall	
Current / Applied Grade	B3	Job evaluation date		Confirmed grade	B3
Level of Security Clearance	SC / DV	SC			

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

- Effectively advise managers in line with our HR policies and procedures, on a range of people management issues including conduct, attendance, grievance, performance, health and welfare, providing high quality customer service.
- Support HR related projects, deliver tasks and activities to support Employee Relations, the diversity and inclusion action plan, and the wider HR team.
- Assist with embedding organisational change, policy and process review projects., raise awareness and support policy changes, promote diversity, inclusion, health and welfare service provisions.
- Contribute to the continuous improvement of HR processes to ensure they are streamlined and support delivery of business objectives and priorities.
- To be a flexible and pro-active team member across the team by contributing to a range of HR projects, initiatives and employee relations issues to ensure the delivery of people strategies and HR work plans.
- Maintain records and data, ensuring data integrity, produce accurate management information to support HR Metrics and information as required to enable business decisions to be made.

KNOWLEDGE AND KEY SKILLS

Essential:

- Experience of Case management in a HR or Operational Management Context
- Knowledge of Employment Legislation
- Understanding of Data Protection Principles
- Communicating effectively with a range of people

Desirable:

- Level 5 CIPD qualification or equivalent experience
- Understanding of Civil Service HR Policies and Controls
- Experience in process improvement

CORE BEHAVIOURS

Top three for job:

- 1 Managing a Quality Service
- 2 Making Effective Decisions
- 3 Working Together

CRITICAL SUCCESS FACTORS

- 1 Deliver good customer service, building effective relationships and managing expectations, influencing case progression to achieve policy timeframes.
- 2 Appropriate advice and guidance provided in line with HR policies, procedures or industry best practice and is given in a timely accurate way.
- 3 Managing a busy workload with a range of responsibilities ensuring the workload is effectively prioritised
- 4 Accurate record and housekeeping in accordance with security and data protection legislation.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ per annum	Y
Reports to: (Role Title and Grade)	C4 Employee Relations Lead	
Direct Reports: (Number and grades of staff)	None	