Role Title	Employee Relations Casework Lead					
Job Family	Human Resources	Sub Category	Human Resources		Grade	C4
Behaviours	Making Effective Decisions	Communicating and Influencing		Managing a Quality Service		



Key Accountabilities

Purpose

- Ensure effective support and advice to managers and staff is provided on employee relations casework and health and welfare matters.
- Manage a portfolio of HR cases in line with policy and process including complex employee relations and health & welfare matters.
- Provide day to day line management and support to HR Advisors, including the allocation and prioritisation of workload.
- Co-ordinate and support the preparation of files for Employment Tribunal submission ensuring the relevant standards for these are met.
- Monitor management information to identify trends and remedial action for issues which might affect organisational efficiency and performance.

Provide advice and support to managers and staff to uphold people management practices and maintain positive employee relations and engagement.

- Support the implementation and continuous improvement of policies and processes relating to employment to ensure they are fit for purpose, streamlined and support delivery of business objectives.
- Effective support provided across the HR 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.
- Provide general education and awareness of Employee Relation policy-related matters.

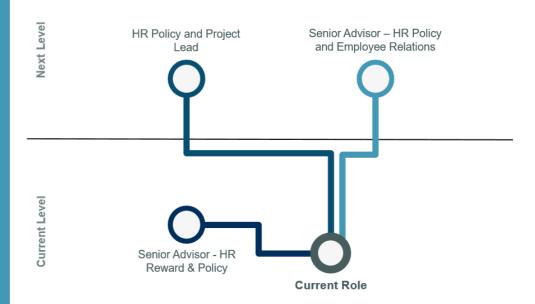
Authority and Scope

- Responsible for performance of 3 direct reports
- Ensure managers comply with legal and organisational requirements;
- Autonomy to liaise, discuss casework with union representatives;
- Authority to collaborate/discuss cases (where required) with wider FCDO
- Authority to discuss cases (where required) with Government Legal Department

Internal and External Communications

- Ongoing interaction with service leaders, managers, staff, senior management to advise, guide, provide expert advice, act as "sounding board";
- Frequent collaboration with HR Business Partners;
- Some interaction with FCDO Staff:
- Interaction with union representatives in relation to casework;
- Interaction with Government Legal Department colleagues.

Potential Next Career Moves



Skills

- Employee relations;
- Dispute resolution;
- Attendance management;
- Managing poor performance;
- Disciplinary;
- Change management;
- Risk management;
- Incident resolution;
- Analyse, interrogate and evaluate data;
- Interpret professional/technical documents;
- Customer/Supplier relationship management

Qualifications, Knowledge and Experience

Essential

- CIPD Level 5 or equivalent experience
- Strong employee relations experience and employment law knowledge:
- Strong influencing and communication skills;
- Project management and organisational change experience;

Desirable

- Awareness of civil service HR policies and controls;
- People Management experience
- Project Management experience