

Job Description and Person Specification

Employee Relations Specialist

A Lambeth to be proud of



Job Title: Employee Relations Specialist
Department: People & Workforce Experience
Division: People & Workforce Experience
Business Unit: People & Workforce Experience
Grade: PO8
Reports to: Head of Policy & Employee Relations
Responsible for: N/A

Context

The People & Workforce Experience function has an ambitious culture change programme. We are committed to engaging the workforce through our vision 'connected by purpose,' emphasising the importance of employees' roles in enhancing the lives of our residents and the communities we serve. Our people are at the heart of the workforce transformation programme with a key focus on improving the workforce experience to understand the moments and things that really matter to them to help them perform at their best.

The Refreshed Workforce Transformation Programme focuses on getting the basics right and describes the following aims to ensure we have the right foundations to enable good people management practice across the council:

- A fit for purpose modern People & Workforce Experience structure which is flexible and responsive to changing needs of the business and staff with the right skills and capability to support the business
- Clarification of roles and responsibilities for managers, People & Workforce Experience and employees
- A modern recruitment service that inspires people to seek employment in the council which is simple and easy to follow
- Providing managers and leaders with the fundamental baseline information and data to make good people management decisions
- Focus on developing our leaders, managers and People & Workforce Experience professionals on the fundamentals of good people management practices
- Supporting leaders and managers to make good decisions on people management casework to minimise risk to the council and improve the experience for staff
- Increased autonomy to all teams and individuals to make decisions direct to the business to resolve issues without the need for bureaucratic decision making and pushing issues to senior level.
- Provide support and guidance to less experienced colleagues.

Job Purpose

To provide expert advice to the Council on Employee Relations matters to ensure staff remain engaged and managed in accordance with the Council's Policies and Procedure.

Responsibilities

1. Employee Relations

- Act as the employee relationship specialist for the Council.
- Develop employee relations strategies and interventions, ensuring a positive and fair working environment.
- Create tools and templates to support the consistent management of ER casework
- Ensure ER casework embeds equalities and drive the consistency of application across the Council, reducing bias or discriminatory practice
- Monitor trends and data related to ER casework, reporting insights to the Director of HR and OD and leadership teams across the Council, identifying opportunities to improve Line Manager/staff relationships
- Champion ER casework practice across the organisation, including training and briefing managers in order to improve the consistency of application in line with employment policies and procedures
- Provide current and effective ER casework advice to HR and Line Managers in complex and/or sensitive cases, including tribunals and in senior roles.
- Handle ER cases where especially sensitive/complex/ senior roles are impacted

2. Legal Compliance

- Stay abreast of relevant employment law, statutory codes and regulations, ensuring organisational compliance.
- Develop and implement processes to mitigate legal risks related to employment practices.

3. Record Keeping & Reporting:

- Ensure that accurate and up-to-date HR records are maintained, ensuring compliance with confidentiality and data protection policies.

4. Training and Development:

- Be responsible for and engage in your own organisational learning and development and your continuous professional development.
- Keep up-to-date and informed with developments in employment legislation, cutting edge HR issues and thinking to proactively give advice in these areas.
- Support your colleagues with their continuous professional development and organisational learning.

5. Stakeholder Management

- To develop working relationships with key stakeholders and colleagues and collaborate to help support with various ideas and solutions for the HR function.

- Build strong and effective working relationships with the trade unions by resolving collective HR issues in a consistent, fair and effective manner.
- Collaborate with Line Managers and the Learning & Development Lead to improve line manager capabilities.

6. General

- Maintain compliance with the Data Protection Act, GDPR and confidentiality of employee information and the Council's data.
- Drive a culture of continuous improvement through the HR Function by identifying opportunities to make changes to ways of working to maximise the effectiveness and efficiency of the HR Function's operations and recruitment service.
- Ensure through all your work you are committed to all aspects of inclusion and diversity.

Flexibility

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

This is a description of the job as required at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Advanced knowledge of employment legislation, statutory codes and best practice guides relating to employee relations	✓A
	K2	Understands changes to the Council's strategy in order to relay the likely legal implications and to highlight to senior leadership any changes required	
	K3	An understanding of equality issues and commitment to the aims and objectives of the Council's Equal Opportunities Policy	
Key Skills	K4	Ability to assess relevant information using abstract ideas to understand complex issues and reach solutions to complex problems.	✓A
	K5	Proven negotiation, teamworking, influencing and communication skills (verbal and written).	
Relevant Experience	E1	A proven track record of managing complex ER casework that provides clear, balanced advice and guidance on these issues	✓A
	E3	Experience of fostering positive and collaborative working relationships with recognised trade unions and other representatives	✓A
	E4	Experience of gathering objective feedback and making appropriate changes as a result	✓A
	E5	Experience of leading	
Qualification		Post Graduate Qualification in HR such as CIPD Professional Membership of CIPD Evidence of Continuous Professional Development	✓A

Core Values and Behaviours		Equity <ul style="list-style-type: none"> • Listen to the views of others and ask for their 	
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		<p>opinions making sure that everyone in my team inputs into the things that matter.</p> <ul style="list-style-type: none"> • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. 	

		<ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	