

TITLE OF POST: Employee Relations and Compliance Manager

GRADE: POH

RESPONSIBLE TO: Head of People and Culture

ROLE PURPOSE:

The Employee Relations and Compliance Manager is a key member of the People & Culture team, reporting directly to the Head of Department. This role will ensure the ER team provide a high quality, customer focused service, ensuring compliance and addressing people management issues promptly and consistently, contributing to a positive employee experience which promotes the Service as an “Employer of Choice”.

The post holder will need vast knowledge and experience across multiple HR specialisms to provide advice and guidance at both a strategic and operational level, and will provide hands-on support in the management of complex and / or escalated cases. On occasions, the post holder will also be required to deputise for the Head of People and Culture, ensuring good quality and consistent service provision is always maintained.

1 ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

- 1.1 Lead the development and implementation of all ER and operational people management activity as directed by the Head of People and Culture.
- 1.2 Overall responsibility for the provision of a professional ER and people offer which ensures the mitigation of risks, a consistent approach is taken, proactive implementation of business focused solutions and consideration of any potential employment risks.
- 1.3 Overall responsibility for the delivery of a timely and responsive ER service to managers and 1st point of escalation for complex cases including dismissals, appeals, ACAS early conciliation, COT3’s and settlement agreements.
- 1.4 Manage the completion and timely submission of ET papers, co-ordinate witnesses and statements, primary point of contact with solicitors, attend court hearings where required.
- 1.5 Provide advice, guidance and support to senior managers ensuring compliance with professional standards, organisational policies and procedures, and current employment legislation.
- 1.6 Provide senior managers with support at formal ER meetings, including all preparatory work and drafting of relevant documents and correspondence.
- 1.7 Monitor completion of the ER tracker and hold weekly case management meetings to review case details, ensure consistency of approach, identify next steps / required actions and discuss any learning points / required improvements.

- 1.8 Build strong professional relationships with managers and trade union representatives to aid the effective management and prompt de-escalation of issues and cases, and to maintain good industrial relations through involvement in negotiations associated with national agreements and local bargaining.
- 1.9 Attend all relevant meetings and work collaboratively with senior managers to fully understand their individual requirements associated with workforce planning and succession planning, supporting them with career conversations to identify gaps, training / development needs, high potential and strategies to successfully recruit and retain talent.
- 1.10 Develop and maintain an annual calendar of people related training modules that will be delivered by the ER team to managers across the Service, and review regular feedback regarding content and approach to ensure it remains current, fit for purpose and is continuously improved.
- 1.11 Oversee and co-ordinate the development, consultation and roll out of new and updated People & Culture policies that promote, steer and underpin the Services vision, values and culture and are in line with business need, good practice and current employment legislation.
- 1.12 Review all role regrades and job evaluations undertaken by the People Partners using our job evaluation system, challenging anomalies and seeking final approval via the Head of People and Culture.
- 1.13 Quality check and approve all people related data and metrics prior to its release, to support evidence based decision making and to identify trends and improvement plans.
- 1.14 Participate in all relevant People and Culture activities and attendance at events as requested by the Head of People and Culture.
- 1.15 Be responsible for maintaining your own continuous professional development and knowledge of good practice through local and national networking, attendance at internal and external training courses, and other developmental activities as required.

2 LEADERSHIP DUTIES AND RESPONSIBILITIES

- 2.1 Line management responsibility of x3 People Partners, allocating and reviewing work accordingly and ensuring they are adequately trained and supported, whilst maintaining overall leadership accountability for the rest of the ER team including x3 Co-ordinators and up to x3 Assistants.
- 2.2 Establish SMART and challenging objectives for all colleagues within your team as part of the annual PDR process, encouraging high levels of engagement and performance.
- 2.3 Address all issues within your team promptly, ensuring appropriate action is taken and support is implemented to achieve the required outcomes.
- 2.4 Carry out regular skills gap analysis within own team and create targeted training plans, clear career pathways and development opportunities to support the aspirations of colleagues, nurturing and retaining high performance to create year on year success.

- 2.5 Contribute to the development and implementation of departmental plans and people related projects, translating our vision and strategic priorities into comprehensive goals for performance and growth.
- 2.6 Manage inspection requirements as directed by the Head of People and Culture and ensure delivery of all associated actions for improvement (AFI's).
- 2.7 Ensure achievement of departmental KPI's to continuously drive and manage team performance, targeting areas for improvement.
- 2.8 Support the preparation, monitoring and review of revenue and capital budget requirements and ensure best use of public money and associated spending.
- 2.9 Support contract negotiations and procurement tenders as directed by the Head of People and Culture.

3 STANDARD DUTIES AND RESPONSIBILITIES

- 3.1 Comply with, promote and enforce service values, policies and procedures including our Code of Ethics and in particular, challenge behaviour that compromises the Service values or safety.
- 3.2 Take reasonable care of own health and safety and that of others in line with current policy, procedure and legislation.
- 3.3 Champion the principles of equality, diversity and inclusion and challenge or escalate any inappropriate behaviour or non-compliance.
- 3.4 Commitment to promoting the application of the Authority's Safeguarding.
- 3.5 Demonstrate an understanding and commitment to the Service's Environment Strategy, in relation to the environment and carbon reduction policies.
- 3.6 Undertake any other duties appropriate to the post.