

JOB DESCRIPTION

Job Title:	HR Employee Relations Advisor
Location	Longbow, Shrewsbury, Shropshire
Responsible To	Head of HR, Payroll & Pensions
Responsible for:	No direct reports
Hours of Work:	30 hours per week
Type of Contract:	Maternity cover (fixed-term)

The main purpose of the role will be to provide first line HR Guidance, support and advice to managers and staff at Shropdoc, on all employee relations issues such as attendance management, grievances, disciplinary and performance management. Your advice will be consistent with Shropdoc policies and in accordance with best practice and current employment legislation, whilst upholding and promoting our Organisational Values of Quality, Kindness, Integrity, Community and Development.

1. JOB SUMMARY

- You will effectively manage the development, promotion and maintenance of a healthy employee relations culture and staff engagement across the organisation, which upholds our Values - Quality, Kindness, Integrity, Community and Development.
- You will build and maintain collaborative and productive working relationships with Managers, Employees and HR colleagues, offering professional and practical advice and guidance regarding operational HR matters, to establish professional credibility for yourself and the HR Department.
- You will have a positive, pro-active diligent approach, excellent communication skills, and the ability to deliver a high quality service and compliance. You will also have the ability to work to tight deadlines together with the motivation to drive improvement and efficiencies across our processes.
- You will act as a pivotal HR advisory point of contact for Managers and Employees.

- You will be expected to manage and coordinate elements of service provision, projects and procedures.
-

2. KEY TASKS AND RESPONSIBILITIES

Employee Relations:

- Provide first line advice, guidance and support to managers and staff, on all human resources matters including employment law, and advising on the sickness absence, maternity, disciplinary and grievance process and workforce issues.
- Providing regular status updates on the progress of employee relations casework, sending weekly updates to all those involved in a formal casework process, both regular and complex, ensuring business risk is minimised in all cases.
- Maintaining the casework spread sheets and make sure that all documentation relating to each case is saved and accessible.
- Supporting managers to prepare probationary review meetings and undertake the monitoring of probations across the business. Attending review meetings where necessary and advising of policy.
- Coach and influence Managers to develop their people management/leadership skills, constructively challenge inappropriate behaviours and deal with difficult and contentious issues within the organisation, to deliver effective outcomes which achieve or exceed business needs; building management capability through coaching and challenging the status quo on people management and decisions to demonstrate how HR can help achieve the culture shift and transformation required to improve communication, knowledge sharing and added value to the organisation.
- Working collaboratively and innovatively with the IT and BI teams, to proactively embrace digital transformation of the HR function, to develop and deliver workforce initiatives which offers workable business contributions and solutions to Managers, to the achievement of their business plans and objectives. Supporting the implementation of continuous improvement initiatives, using BI to inform changes and develop solutions to ensure that all HR operational systems and processes are fit for purpose.
- Responding to ad hoc queries from Managers and Employees and provide advice and support when requested, acting in a professional, sensitive, and confidential manner at all times.

- Manage contracts and contractual changes, such as new starter contracts, contract variations, flexible working requests, maternity / paternity leave, leavers etc, to ensure that these are managed promptly and suit the requirements of the employee and the organisation.

Absence Management:

- Managing the organisation's absence process, through the guidance of Managers to complete the relevant meetings and documentation within the required deadlines (including fit notes, return to work meetings etc); auditing to ensure standards are maintained and providing advice where required, to ensure that employees are supported through the correct channels.
- Undertaking the monitoring of sickness absence and making initial enquires in relation to problem areas and specific cases, informing the Head of HR of any areas of concern.
- Leading sickness absence meetings with managers and employees, ensuring that individual cases are dealt with in an equitable manner, whilst also aiming to achieve a reduction in the absence level. This will include advising on appropriate remedies e.g., redeployment, phased return to work, ill-health retirement applications.
- Supporting managers in preparing and presenting management cases at sickness decision hearings, identifying where casework is complex and seek advice from the HR Business Partner and/or Head of HR.
- Managing the organisation's Occupational Health provisions, including but not limited to pre-employment assessments, employee health referrals, employee annual checks and any other health initiatives, including promoting the use of the organisation's ERP and Paycare employee health care plans to promote staff health and wellbeing.

Welfare and wellbeing:

- Working alongside the Head of HR, Payroll & Pensions and HR Business Partner to design and lead the development of innovative welfare and engagement initiatives that enhance employee wellbeing and improve performance and retention, including the Wellbeing Calendar, other employee benefit schemes (e.g. Cycle to Work).

Performance Management:

- Working alongside the HR Business Partner, HR Workforce and HR Workforce and Compliance Advisor and Managers to solve local challenges in the area of performance and to shape and evolve the organisational approach to performance management.

General Responsibilities:

- Analysing monthly workforce data to provide commentary and HR recommendations as required to the Head of HR, Payroll & Pensions, the HR team and Managers, ensuring information provided is accurate and provided in a timely manner to meet deadlines.
- Identifying and gathering workforce information data to write reports summarising status on issues, appraising outcomes, and providing progress reports; interpreting and comparing a range of complex ER facts or situations requiring analysis to highlight issues, risks and support decision making and monitoring trends against agreed targets on areas such as performance management.
- Actively participating in HR and other departmental meetings and training sessions as appropriate, adapting the ER information to suit the relevant audience of stakeholders.
- Contributing to the development and implementation of HR policies and procedures, making recommendations for review and improvements in line with customer requirements.

Training and Development:

- Designing, leading and delivering training or other ER interventions to Managers and Employees, to improve leadership and team performance.
- Providing advice, support and guidance to partner the HR Team and Managers on HR programmes, to help them to identify and assess training and development needs, working collaboratively to accommodate current and foreseen departmental issues to create and implement sustainable action plans that will achieve future service requirements.
- Demonstrating an ongoing commitment to your personal CPD, through keeping up to date with developments in employment legislation and HR best practice, maintaining and updating your personal HR knowledge and skills through practical application within your role.
- Undertaking any other duties as directed which are consistent with the role being undertaken. Please note that these duties are not exhaustive and are subject to on-going review in conjunction with the post holder and the changing needs of the organisation.

3. PROBATIONARY PERIOD

- This post is subject to the requirements of six-month probationary period with a progress review at three months for new staff only.

4. STANDARDS OF BUSINESS CONDUCT

- The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.
- All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

5. CONFIDENTIALITY AND INFORMATION GOVERNANCE

- All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.
- All staff must act within legislation, policies and procedures relating to information governance.

6. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

- You will use computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

7. SAFEGUARDING

- Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to

raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

8. REVIEW OF THIS JOB DESCRIPTION

- The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

9. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

Line Manager's Name:

Line Manager's Signature: Date:

PERSON SPECIFICATION

HR Employee Relations Advisor

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	<ul style="list-style-type: none"> CIPD Level 5 or equivalent experience. 	<ul style="list-style-type: none"> CIPD Level 7 is desirable. 	CV / Interview
Skills, Knowledge & Attributes	<ul style="list-style-type: none"> Experience of working collaboratively with managers to provide general advice and guidance on HR policies and procedures. Experience of working in a high-quality busy HR function, with the ability to prioritise workflow demands, whilst maintaining a consistent professional HR approach. Experience of communicating and influencing stakeholders at all levels including clear written skills and good verbal skills. Working knowledge of balancing HR best practices principles with commercial acumen. Including a good working knowledge of current employment law and future developments. Experience of managing a range of HR-related projects through to successful conclusion. Ability to multitask and prioritise conflicting demands to meet deadlines. Plan and organise activities and projects, undertaking appropriate analysis, interpreting results to produce action plans and / or reports. Interpret policies, terms and conditions and guidance documents to ensure the support and guidance you provide are in line with our working practices. High level ICT skills and the ability to learn and adapt to new systems and technology quickly. 	<ul style="list-style-type: none"> Experience analysing statistical data. Knowledge and interest in workplace wellbeing. 	CV / Interview

Requirement	Essential	Desirable	Evidenced by
	<ul style="list-style-type: none"> • Strong attention to detail. Prioritise own workload and take responsibility for delivering results within agreed timescales and • Passionate about HR and our Values, and driven to improving the organisation for individuals, teams and as a whole. 		CV / Interview
Personal Qualities & Other Attributes:	<ul style="list-style-type: none"> • Be customer focused. • Be an effective team member who can relate to colleagues at all levels across. • Build and maintain effective relationships through excellent interpersonal skills. • Diplomacy and tact in responding to a range of stakeholder. • Have the drive, enthusiasm and a positive approach. • Methodical, excellent attention to detail. • Creative approach to problem solving. • Have a strong 'can do' attitude with a passion for better. 	<ul style="list-style-type: none"> • Ability to deal with difficult and confrontational situations using resilience, influencing and negotiation skills 	
Other:	<ul style="list-style-type: none"> • Commitment to Shropdoc's values. 		