

# Job Description and Person Specification

Last updated: Oct 2021

## JOB DESCRIPTION

Post title:	<b>Employee Relations Manager</b>		
School/ Department	Human Resources		
Faculty:	Professional Services		
Career pathway:	Management, Specialist, Administration (MSA)	Level:	4
*ERE category:	n/a		
Posts responsible to:	HR Business Partner		
Posts responsible for:	None		
Post base:	Highfield Campus, Southampton.		

Job purpose
<p>Managing employee relations casework e.g. disciplinary, grievances, performance, absence management and consultation process etc.to an appropriate conclusion, minimising organisational risk and maximising organisational performance. Work in conjunction with the wider HR team and Employment lawyers as required.</p> <p>The escalation point from 'Ask HR' for complex employee relations matters, policy interpretation and casework.</p> <p>Development and contributor to the improvement of resources (toolkits, training, policies and procedures) in line with the People strategy.</p>

Key accountabilities/primary responsibilities	% Time
<p>1 To manage employee relations casework to achieve appropriate resolution in the interests of the business and the individual within an agreed timeframe. Casework includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Disciplinary and grievance</li> <li>• Sickness absence management</li> <li>• Performance management: absence management, capability,</li> <li>• Redundancy / change to terms and conditions</li> <li>• Other issues leading to termination of employment</li> </ul> <p>Providing practical advice, guidance, and support to managers across the University on ER policy and process issues, whilst applying reasoned judgement based on employment law and best practice in the application of any particular case or set of circumstances. Highlighting to stakeholders potential organisational risks, such as employment law, reputational and Trade Union engagement, seeking appropriate advice where necessary.</p> <p>Co-ordinator, note-taker and secretary for associated meetings, interviews, hearings and appeal hearings.</p>	65%

Key accountabilities/primary responsibilities	% Time
<p>Maintaining a professional working relationship with key University stakeholders and Trade Unions.</p> <p>Maintain integrity of records and documentation required for employee relations issues.</p> <p>Collaborate with ER colleagues to manage case load.</p>	

2	<p>Analyse casework and management information to ensure consistency of practice across Faculty and the Professional Services community and conformance with employment legislation and best practice. Identifying any trends and opportunities to proactively minimise organisational risk and maximise organisational performance.</p> <p>Identify and support/deliver any training or coaching as required to individual managers or groups of managers to upskill and measurably improve the skills/knowledge of our managers on ER policy, so they can people manage more effectively.</p>	10%
3	<p>To work with key internal stakeholders to support the development of HR policies and procedures, specifically identifying improvements through management of ER casework or interpretation of existing policy.</p> <p>Develop and maintain the ER toolkits to ensure the best possible support and guidance is available to managers.</p> <p>Contribute or support, as required to HR and University wide projects, providing ER knowledge and best practice in order to deliver specific objectives or introduce changes to meet the needs of the University.</p>	10%
4	To understand how equality and diversity applies to the responsibilities of the role and to actively promote equality and diversity in all aspects of the role.	5%
5	Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development	5%
6	Any other duties as allocated by the line manager following discussion with the post holder	5%

#### Internal & External Relationships

Key internal relationships include Faculty/Professional Services management (all levels, up to and including the Dean), HR colleagues (especially Ask HR and Business Partners), employees, Finance, Legal Services, and Trade Union representatives

It is expected that through casework relationships will be required across the whole University community, including University Executive Board members, Management across all Faculties/Professional Services and Council.

#### Special Requirements

Uphold and promulgate the University values and mission. Take action, as appropriate, to ensure all members of staff deliver to these values.

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge & experience	<ul style="list-style-type: none"> <li>• Post Graduate Diploma in HR Management or equivalent qualification or relevant experience.</li> <li>• Up to date knowledge of employment legislation, with significant experience in its practical application within the workplace.</li> <li>• Proven experience of successfully guiding stakeholders through the management of complex and often contentious employee relations issues.</li> <li>• Significant experience of providing a high-quality ER management and advisory services within a complex organisation.</li> <li>• Experience of working with, interpreting, and successfully applying comprehensive policies and procedures.</li> <li>• Experience of leading on HR consultation processes leading to changes in terms and conditions and/or redundancy</li> </ul>	<ul style="list-style-type: none"> <li>• Full Chartered Member of CIPD.</li> <li>• Proven experience of working successfully with Trade Unions/employee representatives.</li> </ul>	Application/ Interview
Planning & organising	<ul style="list-style-type: none"> <li>• Proven ability to effectively plan, manage and prioritise an extensive and varied caseload to agreed deadlines and quality standards.</li> <li>• Proven ability to plan and manage projects, keeping stakeholders informed of progress, and achieving key deadlines.</li> </ul>		Application/ Interview
Problem solving & initiative	<ul style="list-style-type: none"> <li>• Proven experience of being able to apply originality and demonstrate use of initiative in problem solving.</li> <li>• Ability to understand the causal factors in any dispute and to reach a sustained outcome in each case.</li> <li>• Proven ability to assess and manage risk.</li> </ul>		Application/ Interview
Management & teamwork	<ul style="list-style-type: none"> <li>• Proven experience of working effectively both independently and in a team environment.</li> <li>• Proven experience of working collaboratively with stakeholders to achieve an identified end goal.</li> <li>• Ability to delegate effectively as appropriate, developing the capability of individual team members.</li> </ul>		Application/ Interview

Communicating & influencing	<ul style="list-style-type: none"> <li>• Proven ability to establish credibility, persuade and influence senior managers and trade union representative and maintain productive relationships at all levels.</li> <li>• Proven ability to proactively pre-empt and resolve adversarial situations</li> <li>• Proven ability to effectively convey complex and contentious information to a wide range of audiences.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing training and coaching on HR issues to a range of managers and employees</li> </ul>	Application/ Interview
Other skills & behaviours	<ul style="list-style-type: none"> <li>• Proven IT skills – specifically in relation to Microsoft Word, Excel and PowerPoint.</li> <li>• To role model the Southampton behaviours (see appendix 1) and work with the management team to embed them as a way of working across the department / directorate / University.</li> </ul>		Application/ Interview

# JOB HAZARD ANALYSIS

## Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (e.g. use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (e.g. more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## – HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30–60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba – 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			

Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

## Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
<b>Personal Leadership</b>	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
<b>Working Together</b>	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
<b>Developing Others</b>	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
<b>Delivering Quality</b>	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
<b>Driving Sustainability</b>	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others