



# Job Description

## HR Officer (Employee Relations)

Department:	HR & Development
Grade:	Scale 5
Location:	Hindlip Park
Responsible to:	HR Operations Manager

### Main purpose of the role

To assist and support the HR Operations Manager and managers in the provision of a proactive HR Service including HR casework, providing advice, guidance and support on the application of HR policies, procedures and employment legislation.

To assist and support the HR Operations Manager in case management and change management processes.

To monitor, report on and maintain oversight of case progression to resolution.

To assist in research, development, monitoring and implementation of HR policies and practices, toolkits and workshops.

### Key Duties and Responsibilities

<ul style="list-style-type: none"><li>• Provide proactive HR advice, guidance and support to Managers in relation to the effective application of HR policies, procedures and terms and conditions of employment, in line with best practice, employment and equalities legislation and existing Service's policies.</li></ul>
<ul style="list-style-type: none"><li>• Undertake relevant research and develop/review policies and practices, toolkits and workshops.</li></ul>
<ul style="list-style-type: none"><li>• Advise and support managers in the monitoring and management of attendance, ensuring compliance with policies and employment legislation e.g. redeployment, access to work, ill health, disciplinary, capability and attendance management processes.</li></ul>
<ul style="list-style-type: none"><li>• Produce and discuss sickness absence monitoring reports with managers to identify attendance concerns and mechanisms for improvement.</li></ul>
<ul style="list-style-type: none"><li>• Assist in responding to all HR related queries via email, face to face or written in an accurate and timely way, referring to the HR Operations Manager where appropriate.</li></ul>
<ul style="list-style-type: none"><li>• Act as a central conduit for managers and Occupational Health, including advising managers by screening referrals and provide recommendations for implementation and attending case conferences as required.</li></ul>
<ul style="list-style-type: none"><li>• Advise managers and staff on the provisions for family friendly arrangements such as maternity, paternity, adoption and special leave. Process and liaise with the HR Administration team accordingly.</li></ul>

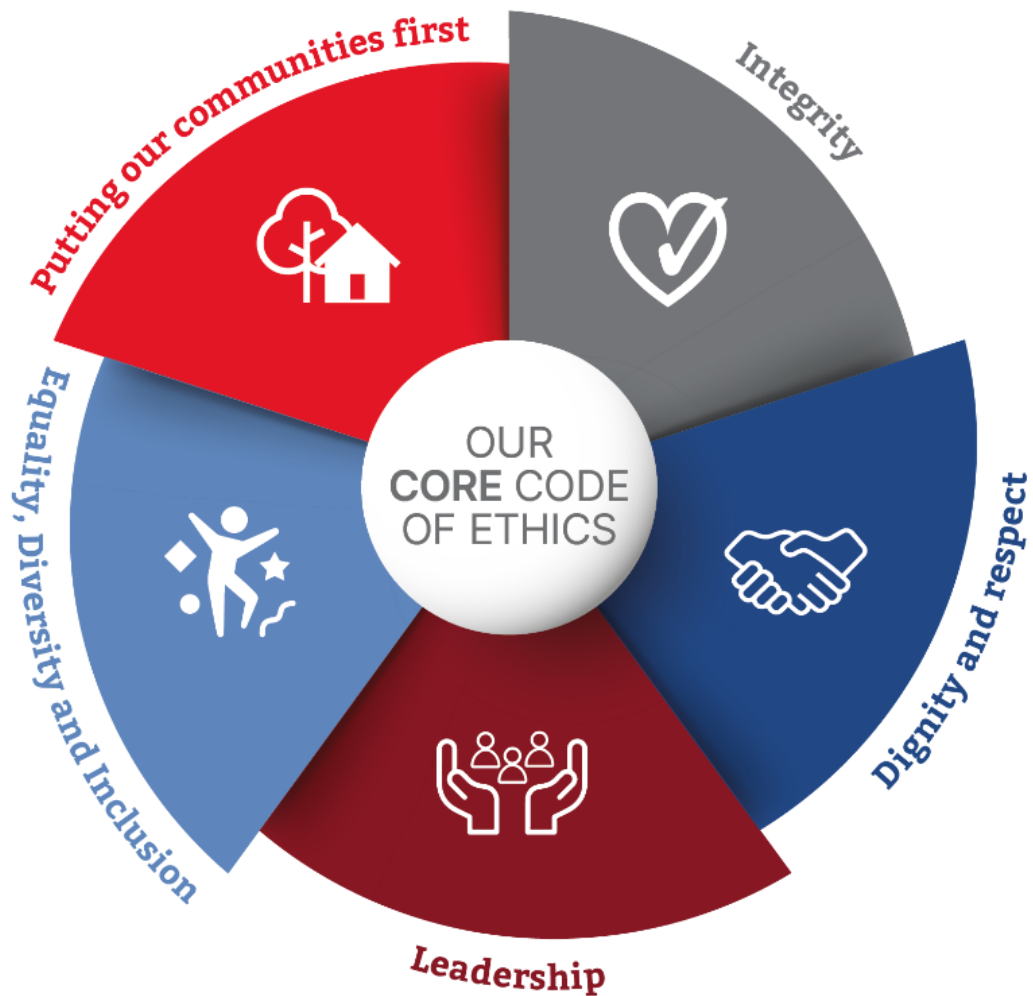
<ul style="list-style-type: none"> <li>• Maintain an effective system for monitoring occupational sick pay adjustments. Proactively coordinate and seek decisions on reductions in occupational sick pay in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>• Generate reports and data as required in order to produce information, data and statistics, and in order to support the HR Operations Manager.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide comprehensive and proactive HR support to enable the effective delivery of the HR Operations Manager remit, ensuring compliance with the Service's overall objectives and priorities.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide effective cover for the HR Operations Manager and over time, to gain a comprehensive knowledge of their work, assisting with the delivery of all objectives and key tasks, and to build up strong working relationships with managers.</li> </ul>
<ul style="list-style-type: none"> <li>• Review on a continual basis the relevant HR systems to develop and continually improve them to aid efficiency and maximise levels of customer service.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain the HR recording system in an accurate and timely fashion, updating information as required and ensuring compliance with Data Protection.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide appropriate support to the HR Operations Manager and relevant line managers, ensuring any subsequent paperwork or documentation is provided.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist the HR Operations Manager with training, producing guidance notes, reviewing policies and offering proactive support in communicating these to end users.</li> </ul>
<ul style="list-style-type: none"> <li>• Take notes at hearings and relevant appeal hearings as required.</li> </ul>
<ul style="list-style-type: none"> <li>• Arrange meetings and take minutes as required.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide relevant support to the HR Administration team as and when required.</li> </ul>
<ul style="list-style-type: none"> <li>• Research information and carry out ad hoc reports as required.</li> </ul>
<ul style="list-style-type: none"> <li>• Comply with the Service's Health and Safety management policies including the employee's duties as defined in the Health and Safety at Work Act 1974. To undertake Health and Safety training as identified by the Service.</li> </ul>
<ul style="list-style-type: none"> <li>• The post holder must ensure that, both in their dealings with other employees and with members of the public, they adhere to the Service's Core Code of Ethics and must professionally challenge any incidents of behaviour which are contrary to those values.</li> </ul>
<ul style="list-style-type: none"> <li>• To contribute to the departmental business planning processes to ensure the achievement of Service goals and targets.</li> </ul>
<ul style="list-style-type: none"> <li>• To promote, implement and comply with FRS policies, procedures, practices and principles, particularly those relating to equality of opportunity.</li> </ul>
<ul style="list-style-type: none"> <li>• To carry out any other reasonable duties and responsibilities commensurate with the grading and level of the post.</li> </ul>

# Person Specification

Requirements	Essential or Desirable	Identified by
<b>Qualifications and Training</b>		
Hold a CIPD Level 3 Foundation Diploma in HR Practice or equivalent/equivalent experience	Essential	Application
Willing to study for CIPD Level 5	Desirable	Application
Have evidence of continuing professional development	Essential	Application
<b>Experience</b>		
Experience of advising managers on HR policies and terms and conditions of employment such as, maternity, paternity, special leave, performance management, attendance management, disciplinaries, grievances	Essential	Application, Selection process
Experience of researching and developing policies or practices	Essential	Application, Selection process
Up to date knowledge of fairness, equality and employment legislation	Essential	Application, Selection process
Evidence of developing good relationships with managers and offering proactive solutions, spelling out options, risks and considerations	Essential	Application, Selection process
Experience of establishing and maintaining procedures and systems	Essential	Application, Selection process
Experience of providing managerial information relating to employment trends	Essential	Application, Selection process
Proven experience in HR administration, experience of Microsoft Office (Word, Excel, etc)	Essential	Application
Experience of using a computerised HR system	Desirable	Application
Experience of working in the public sector	Desirable	Application, Selection process
<b>Skills and Abilities</b>		
Well-developed HR skills with the ability to provide clear, consistent, reliable, advice that enables managers to make informed decisions	Essential	Application, Selection process
Good communication, influencing and interpersonal skills and the ability to think in a proactive manner whilst considering the impact of any HR activities on the Service	Essential	Application, Selection process

Confidence and an approachable manner that allows long term stable relationships to be built	Essential	Application, Selection process
Good organisational skills and an ability to prioritise and manage a varied workload with conflicting priorities and tight deadlines	Essential	Application, Selection process
Good standard of literacy and numeracy skills	Essential	Application, Selection process
Ability to work within a team	Essential	Application, Selection process
Prepared to take responsibility and make measured decisions	Essential	Application, Selection process
Ability to undertake research as well as analyse and interpret legislation and develop policies or practices	Essential	Application, Selection process
Ability to analyse and interpret data	Essential	Application, Selection process
Ability to actively monitor People-related performance	Essential	Application, Selection process
Proven track record of reliability in using initiative to deliver results in a timely manner	Essential	Application, Selection process
Good administrative skills and attention to detail	Essential	Application, Selection process
Self-motivated and self-starter and be able to demonstrate use of initiative	Essential	Application, Selection process
Have the ability to actively tackle problems and achieve successful outcomes	Essential	Application, Selection process
Ability to use judgement to identify options and solutions and make robust evidence-based decisions	Essential	Application, Selection process
Note taking skills	Desirable	Application
<b>Other factors</b>		
Ability to act at all times in a way that demonstrates and promotes the Service's Core Code of Ethics	Essential	Application, Selection

		process
Occasional flexibility in working hours subject to Service requirements.	Essential	Application
Hold a current full driving licence and have use of own vehicle for work purposes (reasonable adjustments considered under the Equality Act 2010).	Essential	Application & Driving Licence Check
Security Clearance Vetting to NPPV Level 2 Abbreviated	Essential	Vetting Check
Standard Disclosure & Barring Service (DBS) Check	Essential	DBS Check




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### **Putting our communities first**

We put the interest of the public, the community and service users first.

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### **Integrity**

We act with integrity including being open, honest and consistent in everything we do.

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### **Dignity and respect**

We make decisions objectively based on evidence, without discrimination or bias.

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### **Leadership**

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

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### **Equality, Diversity and Inclusion**

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.