



## Employee Relations Manager

<b>Job Title:</b>	Employee Relations Manager
<b>Location:</b>	This role is based centrally but will require attendance at multiple sites.
<b>Responsible to:</b>	Director of HR
<b>Responsible for:</b>	HR Administrator(s)
<b>Full/part time:</b>	Full time. 35 hours per week
<b>Contract:</b>	Permanent, 52 weeks per annum
<b>Scale:</b>	PO4

### Job Purpose and Summary

To help champion, drive and embed the HR strategic objectives by supporting the Headteachers, SLT and line managers on the development and implementation of both strategic and operational HR solutions/projects to support long-term growth and transformation.

Key requirements of the postholder includes demonstrating best practise in the following areas:

- To use developed specialist HR knowledge to provide sound advice on complex multifaceted situations, assessing risk and providing possible solutions.
- To undertake casework, trust-wide, ensuring a consistent approach is maintained.
- Facilitating and leading on good employee relations, supporting managers in effective implementation of all HR policies.
- To advise on current HR legislation and trends, both on a national and local level.
- To provide advice to SLT on complex HR issues e.g., capability, complex disciplinary matters, change management and diversity issues.
- To update HR policies in accordance with changes in legislation and ensure that they are implemented correctly locally.
- Leading proactive conflict resolution and early intervention approaches, including mediation, to promote a positive workplace culture.
- Identifying ER trends and risks through data and insight, advising senior leaders on preventative and cultural improvements.

To lead on the creation and development of systems and processes through ad-hoc project work.

### Specific Responsibilities

- Line manage and develop the Senior HR Adviser to deliver a high-level advisory service ensuring the provision of appropriate training, development, and appraisals.
- Lead complex ER cases across the Trust as required including undertaking research, appointing, advising investigators, setting up and advising at hearings and meetings and note-taking.
- Ensure ER practices are compliant with employment law and assess risk at all stages of the employee lifecycle.

- Support preparation for potential Employment Tribunal claims and maintain high standards of case documentation.
- Lead the delivery a high-quality HR service that is robust and fit for purpose at all stages of the employee life cycle (recruitment through to leaver).
- Lead and/or support statutory consultation processes relating to restructures, redundancies and TUPE transfers.
- Engage proactively with recognised Trade Unions, supporting JCC meetings, collective consultation and resolution of issues affecting staff groups.
- Lead on the delivery of a high functioning HR support service ensuring a consistent trust-wide approach in compliance with approved policies and practices.
- Provide timely and proactive delivery of advice relating to recruitment, performance management, employee engagement, reward and recognition, training, employee relations activities, TUPE, policy development and restructuring etc.
- Provide relevant information and participate in the regular review of the school's agreed staffing establishment list, supporting the review of job roles and job descriptions and undertaking job evaluations as required.
- Provision of a cohesive and highly effective sickness absence management service and the management of monthly sickness trigger meetings, occupational health appointments, risk assessments, phased returns, and regular review cycles for informal and formal stage cases.
- Demonstrate and cultivate effective relationship management, working closely with the Headteachers, SLT, Trade Unions and stakeholders as required.
- Be an advocate of the HR service, ensuring accessibility for all staff and promote the innovation and streamlining of HR systems and processes.
- Ensure all advice and support is timely, of a high-quality and promotes a positive and supportive employee culture.
- HR Policy development and implementation and to supporting the successful implementation of a centralised HR service across the Trust.
- Support the review and implementation of the annual staff performance management system and the annual pay progression arrangements.
- Analyse ER trends (grievances, disciplinaries, sickness patterns etc.) and provide insights to SLT to support decision-making.
- Conduct quality audits of ER cases and HR processes, identifying areas for improvement.
- Ensure ER processes uphold equality, diversity and inclusion standards.
- Provision of high-quality workforce information and reports as dictated by the HR PDP and project plan.
- Provide high-quality advice and guidance in relation to the pay and terms and conditions of employment queries for both teaching and support staff, in line with the Burgundy/Green book.
- Support in the coaching and development of line managers to respond to low-level HR issues in accordance with agreed procedures (including return to work meetings, probation reviews, absence management, code of conduct etc.)

- Develop and deliver ER-focused training programmes (e.g., investigations, conduct, absence management, equality and inclusion).
- Produce and analyse school-based workforce information and related reports by developing and using spreadsheets and/or using systems such as Arbor and iTrent as required.
- Ensure all other statutory reporting and audit requirements are successfully completed.
- Prepare reports for school governors and attendance at governor meetings, as required.
- Ensure that all current and archived individual personnel files and HR records are maintained and stored appropriately in accordance with Data Protection/GDPR requirements.

### Trust Wide Responsibilities

- Lead on the development and review of at least two HR Policy or procedure per year and/or project per year- or production and review of HR guidance on a specific topic/s (as requested)
- Contribute to Trust wide HR reviews, development and delivery of management development programmes, HR projects and initiatives.
- Contribute to, and in some cases lead on the Trust wide development and review of HR policy and procedures, terms and conditions of employment and systems.
- Contribute to the monitoring and review of all HR related external partnership contracts and SLAs.
- Prove ad-hoc support to the other schools within the Trust, on a range of HR Matters, including casework issue (as required).

### Expected Behaviours of all Trust Staff

#### Leadership: Vision and Values

- Lead by example, providing inspiration and motivation, and embody for the students, staff, governors, parents, and wider community the vision, purpose, and leadership of the Trust.
- To ensure equal opportunities for all.
- To be committed to safeguarding and to promoting the welfare of all young people.
- To assist in the development of a culture and environment in which young people thrive and to drive forward innovation.
- Lead and contribute to an ethos in the Trust where well-being and respect are at the heart of the Trust, and each student is valued and nurtured to develop personally and educationally.

#### Leading and Managing Others and Self

- Take responsibility for the day-to-day management of designated staff.
- Develop and maintain a culture of high expectations for self and others.
- Regularly review own practice, set personal targets, and take responsibility for own development.
- Actively engage in the performance review process



- Work within the Trust's Health and Safety policy to ensure a safe working environment for staff, students, and visitors.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents, colleagues, and visitors.
- Adhere to Trust policies and procedures.

#### **Additional requirements**

- The post holder must demonstrate a flexible approach in the delivery of work. Consequently, the postholder may be required to perform work not specifically identified in the job profile but which is in line with the general level of scope, grade, and responsibilities of the post.
- Carry out the work of the job in a way that is consistent with the culture, ethos, Equalities and Inclusion policies of the school and the Canary Wharf College.
- The Trust is committed to safeguarding, child protection and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment, recording and reporting all concerns to the appropriate person and disclosures to the relevant professional.
- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Trust's Equal Opportunities policy and Use of ICT policy.
- Complete any training required to improve performance and take part in the school performance management systems (where relevant)  
Undertake such other duties as are commensurate with the post and which may reasonably be required by the Trust.

The above job description was agreed on ..... (date). It may be reviewed and/or amended at any time but before this happens you will be given appropriate opportunities to discuss the proposed amendments. It will be reviewed as part of the annual appraisal process.

\_\_\_\_\_  
Signed by (Post holder)

\_\_\_\_\_  
Signed by (Trust Leader)



<b>Person Specification</b>		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Holds a relevant HR qualification or equivalent experience	✓	
	Professional membership of the Chartered Institute of Personal and Development (ideally, at least MCIPD status)		✓
	Have a minimum of Grade C in English and Maths GCSE level or equivalent	✓	
<b>Experience</b>	Possess excellent knowledge of current UK employment law and legislation	✓	
	Demonstrable and successful management of highly complex HR casework	✓	
	Experience of working in a fast paced and unionised school/education environment	✓	
	Significant experience of providing expert HR and employee relations advice to senior stakeholders	✓	
	Demonstrable and successful experience of managing and resolving a range of individual and collective complex case work issues	✓	
	Experience in consulting and negotiating with managers, staff, and trade union representatives on HR matters	✓	
	Experience of developing and implementing at least two key HR Policies as well as experience in the preparation of written guidance to managers on at least three key HR issues		✓
	Excellent working knowledge of current employment legislation, relevant education regulations and guidance as well as good practice approaches as they relate to schools	✓	
	Excellent level of knowledge and experience of all safer recruitment requirements in a school setting	✓	
	Experience of developing managers in HR matters through individual coaching and/or the delivery of group training sessions	✓	
	Demonstrable excellent working knowledge and understanding of all Data Protection legislation and requirements as it relates to HR	✓	



<b>Characteristics &amp; Attributes</b>	Experience of successfully implementing integrated HR systems to streamline and enhance a range of HR processes and procedures		✓
	Demonstrable leadership skills and experience of implementing a high performing team	✓	
	A demonstrable flexible and proactive approach to the delivery of their work	✓	
	A strong customer focus to ensure the timely delivery of agreed outcomes	✓	
	Ability to quickly build relationships, gain the confidence and communicate diplomatically and effectively with all levels of stakeholders	✓	
	Ability to rise to challenge, effectively manage own emotions and demonstrate an appropriate degree of personal resilience	✓	
	Effective presentation and negotiating skills to support the resolution of issue and the achievement of change at school level	✓	
	Good research and analytical skills with the ability to analyse workforce data, pay attention to detail and prepare reports which identify trends and recommendations	✓	
	A self-starter who can work independently, is well organised with the ability to meet agreed targets and challenging deadlines	✓	
	A strong team worker who can demonstrate an enabling style of management	✓	
<b>Other</b>	Demonstrable skills to effectively use Microsoft Word with at least a good working knowledge and skills in using Microsoft Excel	✓	
	This post requires a satisfactory Enhanced DBS Disclosure	✓	
	Demonstrable commitment to their own continual professional development	✓	