IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: L62

Employment Relations Manager

Main Purpose of Job

To be responsible to support the Head of Human Resources (HR) to deliver a high quality, future facing Human Resources service to the Council. You will have line manager responsibility for the HR Advisors with the outcome of delivering a quality focused, legally compliant, professional HR service. In addition, to work in collaboration with other managers within the team to deliver projects.

Main Duties

1. To manage and be accountable for the day-to-day HR Advisory function within the HR service.

2. To be responsible for line management of the Advisors and in the absence of the HR Manager, to also manage the HR Administration team.

3. To be responsible for continuous service improvement that is responsive to services needs and provides value for money, maximises productivity and inspires customer confidence.

4. To be responsible for the governance of all Advisory aspects of HR and compliance with employment legislation.

5. To ensure that HR Advisory Services work closely with the other HR streams to ensure best practice HR approaches are achieved.

6. To monitor, evaluate and report activity levels within the team to ensure that resourcing levels are in place to deliver a consistent level of service.

7. To be responsible for monitoring casework activity, allocating case work as appropriate and to monitor adherence to service standards and policy timescales and be responsible for undertaking quality assurance for all casework.

8. To actively contribute to and manage where appropriate, the delivery of projects within the HR team. Identify any skill gaps within the Advisory team and plan for these to be addressed with the appropriate training.

9. To provide expertise across the advisory team on a wide range of operational HR issues, including updates to employment legislation, TUPE, terms and conditions and organisational change. To keep all Advisors and, where appropriate the administration team up to date with key changes to ensure customers receive consistent and relevant information.

10. To lead and develop a programme of relevant in-house training interventions on a range of HR topics that reflect HR trends in the workforce in collaboration with the HR Advisory team.

11. To support Head of HR and contribute to significant organisational projects and change programmes, ensuring ER considerations are understood early and that implementation balances employee experience and organisational risk.

12. Responsible to provide people data and business insight to identify emerging risk, patterns and opportunities for targeted capability interventions.

13. To make a significant contribution to the development of policies, practices and methods which promote employee well-being.

14. Provide clear and consistent advice to Corporate Management Team and Senior Leadership Team in relation to complex HR issues.

15. To work with the other members of the HR management team to understand the wider business strategy and to help to shape the overall HR function to meet the changing customer demands. To actively promote HR services with managers and employees across the Council

16. To actively contribute to the HR management team and represent and/or deputise for the Head of HR at meetings as required

17. To be responsible for Continuous Professional Development (CPD) in own specialist / professional area to remain abreast of new developments, local and national issues, case law and relevant legislation and maintain comprehensive CPD records

18. Such variations as may be required from time to time without changing the general character of the duties show or the level of responsibility entailed

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Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	CIPD Qualified to Level 5 as a minimum and a Chartered Member of CIPD and demonstrable experience of employee relations work experience.		Application and certificates
Relevant experience	Experience of working in a senior HR role with a strong track record of employee relations case management, such as disciplinary, capability, absence, grievance and managing complex cases. Experience of effectively working as part of a team and leading and managing others. Track record of establishing and developing strong working relationships with stakeholders at all levels to deliver business objectives Experience of successful joint working with Unions Experience of HR project work, including organisational change, TUPE transfers and development, review and implementation of HR policies and guidance in line with employment law and HR best practice Experience of dealing with protected conversations and communicating with ACAS re early conciliation Provide creative solutions to complex problems whilst maintaining corporate direction. Strong analytical capability and the ability to convert ER and engagement data into targeted interventions		Application and interview

	Confident using HR data to produce clear reports and identify trends.		
Specialist knowledge	In depth and up to date knowledge of employment legislation	Overview knowledge of local government terms and conditions Knowledge of the NJC Job Evaluation scheme	Application and interview
Personal skills	Able to effectively manage conflicting priorities and deliver a complex workload, often to challenging deadlines Strong judgement around complex ER matters, tribunals, litigation, ACAS and the wider employment-law framework. Strong negotiation and influencing skills Excellent written and communication skills – ability to adapt communication style according to audience Ability to identify risks within the service and organisation and make appropriate recommendations Demonstrate the ability to motivate and lead others effectively, creating a culture of continuous improvement in all areas Demonstrate a customer focused and responsive approach that improves service delivery Ability to 'think on your feet' and be decisive when under pressure Demonstrate resilience and the ability to navigate sensitive or ambiguous situations		Application and interview

Special working conditions	Some out of normal office hours working required.		