**Job title:** ER Helpdesk Advisor

**Responsible to:** ER and Policy Manager

**Accountable to:** Head of Reward

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

## Job Summary

To support Care UK operations (leaders and managers) through the provision of reactive, proactive and follow up Employee Relations (ER) advice.

Identify trends and opportunities to improve Care UK policies, systems and processes and as a team in order to ensure that we make improvements and continuously develop.

### Key Responsibilities

* Provide ER Helpdesk telephone service to managers and leaders to advise on Employee Relations and other related HR policies and procedures.
  + Provide detailed advice on specific ER issues to managers e.g. discipline, grievance, work capability, short term and long term absence
  + Following on from telephone advice, provide checking service on letters and where necessary provide written advice for managers and leaders to use
  + Follow up on ER issues to ensure that advice is being actioned and followed through to conclusion
  + Keep records and notes to ensure that other helpdesk advisors can follow up
  + Provide specific case management, where necessary including potential whistleblowing cases
  + Seek support and advice from company lawyers as needed
* Identify trends, learn from ER cases and pro-actively develop and update policies, procedures, templates and guides to ensure effective people management in line with Care UK direction and employment legislation.
  + Keep up to date with current and future employment legislation, adapt where needed and communicate updates where needed
  + Draft and implement new/rewrite existing policies, procedures, templates and guides
  + Produce standard letter templates in line with updated/new policies and procedures
* Dealing with grievance responses/liaise with line managers
  + Keep up to date and accurate records of employment matters to ensure that the company case is as strong as possible
  + Respond to any Subject Access Requests (SARS) or Employment Tribunal applications in line with strict deadlines
  + Liaise with Employment Tribunal offices, ACAS, managers, employee representatives and solicitors about ongoing cases where appropriate and escalate high risk cases
  + Provide regular reporting on trends, ongoing cases, company exposure, and strength of cases
* Administration tasks and support
  + Acknowledge appeals against disciplinary action and forward to the relevant manager
  + Acknowledge complaints (verbal and written) received in the department and deal with/forward to the relevant manager
  + General team administration (shared with other team members)
* Ad-hoc project work as required

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent) | * CIPD qualified or working towards |
| Experience | * Solid Employee Relations experience, preferably in an operations/multisite environment * Experience of writing HR related documents and updating policies where needed * Detailed knowledge of current employment legislation, principles and processes |  |
| **Technical Skills** | * Good attention to detail * Competent with HR systems including data and reporting * Ability to deliver accurate, high quality solutions to deadlines |  |
| **Personal Qualities** | * Proactive approach * Ability to prioritise * Highly organised * Ability to work under pressure and handle challenging situations * Excellent communicator with the ability to influence and coach * Sound risk and commercial judgement * Self-motivated, flexible and enthusiastic approach to work * Works collaboratively with others sharing ideas and information at all times * Effectively builds trust with a consistent approach between actions and words |  |

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call Regional Director.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act 2018 and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.