**Job title:** Senior ER Advisor

**Responsible to:** ER and Policy Manager

**Responsible for:** N/A

**Location:** Connaught House, Colchester

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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

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## Job Summary

To support Care UK Operations (leaders and managers) through the provision of reactive, proactive and follow up ER advice and coaching support

Identify trends and opportunities to improve Care UK policies, systems and processes and as a team, ensure that we make the necessary improvements and developments.

### Key Responsibilities

* Provide an effective Employee Relations service to managers and leaders – consisting of telephone and written advice on Employee Relations and other related HR policies and procedures.
  + Manage a high volume of complex ER casework and provide detailed advice on specific ER issues to managers e.g. discipline, grievance, work capability, absence management, TUPE.
  + The Senior ER Advisor will be expected to manage casework from all levels of the organisation
  + Following on from advice, provide checking service on letters and where necessary provide written advice for managers and leaders to use
  + Provide advice and coaching to managers that strikes an appropriate balance between a commercial focus and employment law and best practice
  + Advise on change management and redundancy processes
  + Follow up on ER issues to ensure that advice is being actioned and followed through to conclusion
  + Advise on ACAS early conciliation cases up to employment tribunal level
  + Keep records and notes to ensure that others in the ER team can follow up
  + Seek support and advice from company lawyers as needed
* Identify trends and learning from ER cases and call 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, and adapt and communicate.
  + 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 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 case
* 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)
* Adhoc project work as required

### 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 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.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature** |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Knowledge and Qualifications | * GCSEs (or equivalent) * Relevant ER competence * Detailed knowledge of current employment legislation, principles and processes | * CIPD qualified or working towards |
| Experience | * 2 years ER experience, preferably in an Operations environment * Experience of writing good quality documents |  |
| **Technical Skills** | * Strong attention to detail * Competent with HR systems including data and reporting   Able to deliver accurate, high quality solutions to deadlines |  |
| **Personal Qualities** | * Proactive and well organized * Managing priorities within own diary * 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 * Works collaboratively with others sharing ideas and information at all times * Effectively builds trust with a consistent approach between actions and words |  |