Job Description

Job title	ER Consultant
Directorate	BUSINESS : Business Support
Division	HR
Range	MPR 5
Reports to	ER Team Manager

Main purpose of the job:

To provide advice and support to managers across the Council and external customers such as Headteachers & Governors who purchase our service on a wide variety of employee relations activities including issues affecting individual members of staff (such as disciplinaries, dispute resolution, grievances, absence management, organisational change, TUPE and capability issues), some of which may be complex.

To undertake informal and formal staff consultation processes in organisational change programmes, including TUPE, ensuring that all statutory and legal requirements are met, including job evaluation and consultation with Trade Unions and all relevant parties.

To provide professional HR advice and support to investigating officers, chairs of hearings and appeals panels across the Council on a wide variety of employee relations activities including issues affecting individual members of staff (such as disciplinaries, dispute resolution, grievances, absence management and capability issues), some of which may be complex

To design and deliver, in conjunction with the Learning & Development team, training solutions in ER related areas to support managers and schools (where purchased) in understanding and application of HR policy. Whilst support to external customers (schools) is cited, the post holder shall predominantly support internal services within the Council.

Carry out first stage of job evaluations; to analyse and evaluate the profiles in determining the value of each job within the organisation.

Contribute to the ongoing review and implementation of HR processes and policy, highlighting areas where policies can be improved through experiences gained in managing casework.

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

Medway Council Job Profile

Accountabilities and outcomes:

To manage a caseload which would include capability, disciplinary, grievance, ill health and other cases.

Working with HRBPs, lead on the staff consultation process supporting, advising and guiding managers, staff and trade unions through organisational changes and ensure the delivery of good organisational design and management of change.

To act as client manager for formal investigations.

To provide professional HR advice and support to investigating officers, chairs of hearings and appeals panels across the Council and schools (in accordance with the service level contract that has been purchased.)

Working with the Head of Employee Relations, contribute to the bi-annual reports for Employment Matters Committee to update them on organisational change, redundancy and early retirements.

In conjunction with the ER Consultant and HR Policy Lead, contribute to the the ongoing review of HR policy and process, including updating templates and process flow charts.

Deliver training and coach managers in ER related areas.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council Job Profile

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the <ER Team Manager>.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential

Qualifications

Level A

GCSE's level 4-9 in English and Maths or equivalent level qualification

CIPD Level 3, or equivalent relevant qualification

Level B (in addition to level A criteria)

Continuing professional development

Level C (in addition to levels A and B)

CIPD Level 5, degree in HR or equivalent

Continuing professional development

Knowledge

Level A

Knowledge of employment legislation and regulations and it's practical implications.

Good practical and procedural knowledge of employee relations management

Awareness of job evaluation practices

Good knowledge of employment/labour laws (including collective) and collective bargaining (if applicable)

Knowledge of workplace conflict and a range of dispute resolution techniques including a basic understanding of mediation and conciliation and how this can be applied in case management resolution

Level B (in addition to level A criteria)

Good knowledge of Medway's HR policies and able to apply in a wide range of situations to support effective case management and employee relations practice.

Excellent knowledge of Medway's case management processes and systems

Developed knowledge of how to apply employment/labour law in a wide range of work situations

Developed knowledge of conflict and dispute resolution techniques

Good knowledge of Medway teams/services being supported via ER cases

Up to date knowledge regarding changes to employment law/legislation

Good knowledge of tribunal processes/legal disputes

An understanding of different learning styles and methods in training others

Level C (in addition to levels A and B)

Advanced theoretical, practical and procedural knowledge across Medway Councils organisational HR policies, practices and procedures including a level of public sector, procedural and policy knowledge

Strong knowledge of employment/labour law and how to interpret this in a range of complex work situations and mitigate risk

Excellent knowledge of a range of conflict resolution techniques which are regularly applied to casework

Expert knowledge of Medway's structure / hierarchy

Up to date knowledge of changes to employment law/legislation, proactively considering how these may impact Medway's policies and casework advice

Excellent knowledge of tribunal processes/legal disputes and preparation required

Knowledge of how to apply Analytical and strategic information to achieve risk adverse results

Excellent knowledge of the Council's organisational change policy and procedures with the ability to advise others on this

An understanding of the Council's governance route for HR Policies, the Employment Matters Committee

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Experience

Level A

Experience of applying HR policies to support effective case management and employee relations practice

Experience of working with senior managers to support informal and formal employee relations case management and organisational change programmes with support from HRBPs

Experience of trade union consultation

Good end to end operational experience of delivering and supporting management of associated HR, Payroll and Systems activities in relation to Employee Relations

Experience of working in a customer-focused organisation

Experience of working with different subject matter experts (e.g. occupational health, line managers, health and safety) to address wellbeing concerns

Level B (in addition to level A criteria)

Experience of signposting staff and managers to a range of Medway's HR policies, supporting with interpretation and application

Developed experience of leading managers and staff through complete ER processes in line with Medway's policies

Strong experience of developing relationships with trade unions

Developed experience of working with different subject matter experts (e.g. occupational health, line managers, health and safety) to address wellbeing concerns

Developed end to end operational experience of linking wider Medway HR services (e.g. Payroll and Systems) to Employee Relations casework

Experience of using Medway's systems including Resourcelink, IDOX etc to support casework

Experience of identifying improvements within existing HR policies and escalating these accordingly and supporting with amends

Experience of starting to provide peer support to HR colleagues

Experience of seeking advice from ACAS as required with regards to ET case work.

Level C (in addition to levels A and B)

In depth experience of supporting and coaching managers and staff through ER processes, including complex and contentious cases

In depth experience of utilising the functions of Medway's systems including Resourcelink, IDOX, service desk etc to support casework e.g. running reports, making system amends

Experience of taking the lead in making improvements/rewriting and implementing existing HR policies and working on creating new policies and procedures

Experience of consistently providing advice and guidance to HR colleagues where identified as necessary

Experience of working with ACAS to explore resolution in relation to ET case work or settlement agreements

Experience of working with Trade Union's on collaborative strategic approaches

Experience of working collaboratively at a senior HR level with all relative stakeholders and HR partners

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Skills

Level A

Excellent communication skills with an adaptable style and able to use a variety of information and tailor communication style to suit different need, advising and supporting managers and staff throughout organisational change processes, with some ability to mediate, influence and negotiate.

Excellent organisational skills and ability to multi-task whilst maintaining communication, accuracy and attention to detail whilst adhering to policy and procedures

Ability to demonstrate initiative, using own judgement and creativity to assess and resolve work situations and be proactive in identifying potential issues relating to casework and organisational change

Ability to self-manage multiple cases at one time, maintaining standards and communicating throughout

Ability to negotiate and influence positive management decisions

Proficient in the use of all Microsoft packages including TEAMS

Able to support on a range of informal and formal HR processes

Ability to complete job evaluation sessions with managers, providing a high standard of support throughout

Level B (in addition to level A criteria)

Ability to maintain a high standard and level of attention to detail across multiple cases when volume and pressure is increased

Developed negotiation and influencing skills to support case resolutions.

Developed mediation and influencing skills, in conciliation, negotiation, and settlement agreements, working constructively with trade union representatives

Able to support Managers in preparation for formal hearings

Able to support Hearing Chairs to provide a consistent, fair and detailed outcome for formal hearings

Able to support the formal investigation process adhering to Medway's policies throughout

Able to confidently use Gauge+, Resourcelink, and IDOX

Ability to deal with high levels of work-related pressure from deadlines, interruptions or conflicting demands

Level C (in addition to levels A and B)

Strong mediation and negotiation skills, and expert in conciliation

Able to provide detailed advice and support others in resolving issues relating to casework, considering wider risk implications to the Council

Able to support Hearing Chairs to provide a consistent, fair and detailed outcome for complex and contentious formal hearings

High level of skill relating to Investigatory process and analysis of information

Able to draw on evidence-based practice and case law, providing advice to managers on benefits and risks on people matters

Able to implement policy/process changes which contribute to Service targets

Ability to provide support with job evaluation moderations, including having difficult conversations with managers