

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
ER Consultant & JE Lead	Range 5	<p>To provide advice and support to managers across the Council on a wide variety of employee relations activities including issues affecting individual members of staff, some of which may be complex.</p> <p>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.</p> <p>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</p> <p>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.</p> <p>Carry out moderation stage of job evaluations; to analyse and evaluate the profiles in determining the value of each job within the organisation, offer support and training to other HR colleagues undertaking the first stage of job evaluation, and ensure the job evaluation system is maintained.</p> <p>Contribute to the ongoing review and implementation of HR processes and policy, highlighting areas where</p>	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths CIPD Level 3, or equivalent relevant qualification <p>Knowledge</p> <ul style="list-style-type: none"> knowledge of employment legislation and regulations and its practical implications Good practical and procedural knowledge of employee relations management Good knowledge of Job Evaluation practices Good knowledge of employment/labour laws including collective bargaining 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 	<p>In addition to level A</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> 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 	<p>In addition to levels A and B</p> <p>Qualifications</p> <ul style="list-style-type: none"> CIPD Level 5 qualification or equivalent <p>Knowledge</p> <ul style="list-style-type: none"> 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

		<p>policies can be improved through experiences gained in managing casework.</p>			<ul style="list-style-type: none"> • 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 • Expert knowledge of the Council's Job Evaluation policy, system and process
			<p>Experience</p> <ul style="list-style-type: none"> • 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 • 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 • Experience of the supervision and co-ordination of employees 	<p>Experience</p> <ul style="list-style-type: none"> • 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 • Experience of direct line management 	<p>Experience</p> <ul style="list-style-type: none"> • 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 • Experience of direct line management with a focus on supporting staff through HR processes effectively • Experience of preparing committee papers for Employment Matters and

					attending to support and answer Member questions
			<p>Skills</p> <ul style="list-style-type: none"> • Excellent communication skills to advise and support managers and staff throughout casework • Excellent organisational skills relating to case management, responding in a timely manner to enquiries and with the ability to work alone • 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 whilst adhering to policy and procedures • 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 	<p>Skills</p> <ul style="list-style-type: none"> • 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 • Ability to provide in depth support with job evaluation moderations, including having difficult conversations with managers • Mentor and train other evaluators to ensure consistency and competence • Ability to produce and analyse data and prepare reports, including for Employment Matters Committee • Able to confidently use Gauge+, Resourcelink, and IDOX • Ability to deal with high levels of work-related pressure from deadlines, interruptions or conflicting demands 	<p>Skills</p> <ul style="list-style-type: none"> • Strong mediation skills, expert in conciliation, negotiation, and settlement agreements. • 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 • Able to work with third party software stakeholders to develop Gauge+ to meet requirements of the service/ support wider projects