

Job Description

Job title	ER Consultant
Directorate	BUSINESS : Business Support
Division	HR
Range	MPR 5
Reports to	Employee Relations 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 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](#).

Accountabilities and outcomes:

To manage a caseload which would include capability, disciplinary, grievance, ill health and other cases. To work with the HR Business Partner ensuring the staffing implications of proposed changes and developments in the organisation have been identified. 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.)

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.

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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 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 Employee Relations Manager..

The post holder will have line management responsibility.

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.

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Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

CIPD or equivalent HR qualification and/or extensive relevant experience

Level B (in addition to level A criteria)

<add in role specific qualification>

Level C (in addition to levels A and B)

Knowledge

Level A

- Strong knowledge of employment legislation and it's practical implications. Good practical and procedural knowledge of Employee Relations management
- 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
- Keeping abreast of changes to employment law/legislation
- Good knowledge of tribunal processes/legal disputes

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
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Experience

Level A

Experience

- 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 (eg occupational health, line managers, health and safety) to address wellbeing concerns

Level B (in addition to level A criteria)

Experience

- 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 (eg 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
- Good 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
- 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)

<Experience

- In depth experience of supporting 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 TU's on collaborative strategic approaches
- Working collaboratively at a senior HR level with all relative stakeholders and HR partners

Skills

Level A

<Skills

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- 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 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 demonstrate initiative and be proactive in identifying potential issues relating to casework
- Able to support on a range of informal and formal HR processes

Level B (in addition to level A criteria)

<Skills

- 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.
- Able to demonstrate initiative and be proactive in resolving issues relating to casework, considering potential risk implications
- Developed mediation and influencing skills, in conciliation, negotiation, and settlement agreements.
- 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

Level C (in addition to levels A and B)

- < Strong mediation and influencing skills, expert in conciliation, negotiation, and settlement agreements.
- Expert negotiation and influencing skills to support complex case resolutions.
- Able to advise 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