

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
HR Consultant	Range 5	- To provide high level HR advice and support to senior managers, Headteachers and governors on a wide variety of employee relations activities - To act as first point of contact for school clients on employee relations issues (in accordance with the service level contract that has been purchased.) - To provide advice and guidance to managers and school leaders to assist them in managing their staff and the implementation of organisational changes, such as service reviews/restructures, job evaluation and TUPE issues. - To provide professional HR advice to investigating officers, chairs of hearings and appeals panels in schools and the Council. - Ability to work across schools as required with an understanding of the differing terms and conditions. - To work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. - To provide advice and support to managers - To manage a caseload which would include capability, disciplinary, grievance, ill health, and other cases. - The ability to work constructively with trade union representatives. - Providing interpretation, advice and guidance on the operation and implementation of external regulations and statutory requirements in relation to physical resources. This may	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths	Qualifications	Qualifications CIPD Level 5 qualification or equivalent
			Knowledge - 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	Knowledge - 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. - Good practical and procedural knowledge of HR organisational change management - 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	Knowledge - 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
			Experience Experience of applying HR policies to support effective case management and employee relations practice	Experience Experience of signposting staff and managers to a range of Medway's HR policies, supporting with interpretation and application	Experience In depth experience of supporting managers and staff through ER processes, including complex and contentious cases

		require adaptation of internal policies and procedures. • A shared responsibility for the development of policies and procedures ensuring compliance with employment law.	• 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	• 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 • 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 • Experience of starting to provide peer support to HR colleagues • Experience of seeking advice from ACAS as required with regards to ET case work.	• 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
			<u>Skills</u> • 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.	<u>Skills</u> • 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	<u>Skills</u> • Strong mediation skills, expert in conciliation, negotiation, and settlement agreements. • Expert negotiation and influencing skills to support complex case work including resolutions. • 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 • Expert in advising on the investigatory process, analysing

			• 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	• 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	reports and supporting information
Job Title	Range	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)