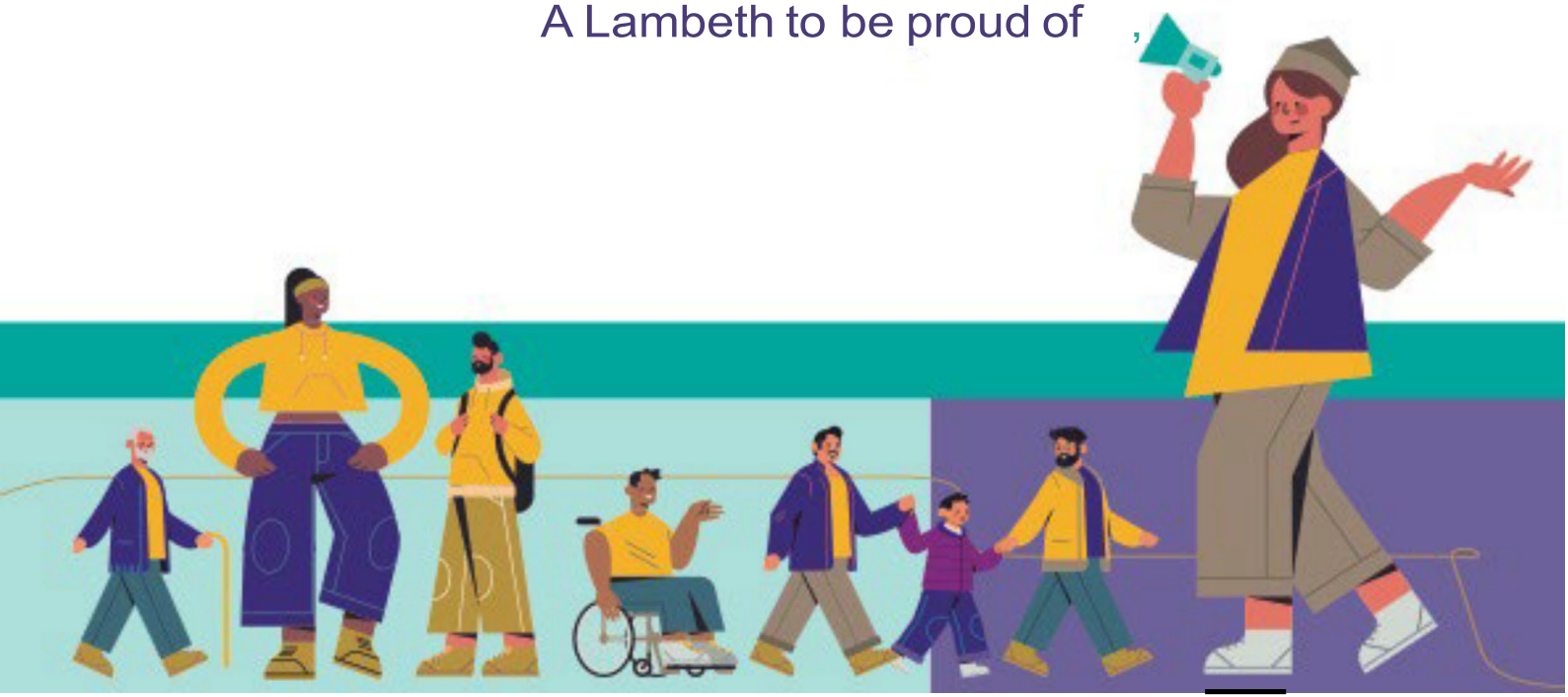
Lambeth

Job Description and Person Specification

Employee Relations Advisor

A Lambeth to be proud of



Job Title: Employee Relations Advisor

Team: HR Business Partnering and Employee Relations

Division: Human Resources & Organisation Development

Business Unit: Resources

Grade: PO2

Reports to: Employee Relations & Change Manager

Responsible for: None

Context

The HR and Organisational Development function leads and enables organisational development, workforce strategy and change, delivering a strategic and digitally enabled people offer that advances equity and justice and supports the Council's priorities.

The function is structured across three interconnected areas:

- **HR Business Partnering and Employee Relations**
- **Employment Services**
- **Organisational Development and Inclusion**

These areas work together to provide an end-to-end people service, supporting organisational performance, workforce sustainability and consistent, high quality people management practice.

Job Purpose

To provide professional and proactive employee relations advice and support to managers across the Council, delivering effective casework and supporting consistent, fair and legally compliant people management practice.

The role manages a caseload of employee relations matters, supports managers through formal processes and contributes to improving guidance, practice and manager capability.

Working as part of the Employee Relations service, the post holder provides timely, practical advice, supports early resolution and contributes to a consistent and high quality approach to employee relations across the organisation.

Reporting to the Employee Relations & Change Manager with day to day supervision from the Employee Relations and Change Consultant, the role contributes to the delivery of the Council's employee relations service and supports the development of guidance, tools and learning in employee relations.

Key areas of responsibilities

Employee Relations casework

- Manage a caseload of employee relations cases, providing advice and guidance in line with policy and employment law
- Support managers with disciplinary, grievance, absence management, performance and conduct matters
- Support managers to undertake investigations, hearings and difficult conversations confidently and appropriately
- Ensure casework is progressed in a timely way and outcomes reduce organisational risk

Advice and manager support

- Provide clear, practical and consistent HR advice to managers and supervisors on people management issues
- Support managers to apply policies and procedures effectively and consistently
- Build manager capability through coaching, guidance and support

Casework quality and governance

- Ensure casework records are accurate, up to date and compliant with data protection and governance requirements
- Support quality assurance of case documentation including letters, reports and outcomes
- Contribute to maintaining consistent standards of professional practice

Data, insight and proactive practice

- Use casework information and data to identify themes, risks and areas for improvement
- Support early intervention and proactive approaches to employee relations issues
- Contribute to reporting, dashboards and service improvement activity

Partnership working

- Work collaboratively with Employee Relations & Change Consultants, HR Strategic Business Partners, Employment Services and other HR colleagues to deliver a coordinated HR service
- Build effective working relationships with managers and stakeholders across the organisation
- Contribute to a one HR approach to service delivery

Trade union engagement

- Act as a point of contact for trade union representatives on routine employee relations matters
- Support consultation and engagement processes where required

Policy, guidance and learning

- Contribute to the development and review of employee relations guidance, templates and tools
- Support delivery of manager briefings, learning sessions and guidance on employee relations practice
- Promote fair, consistent practice that advances equity and justice

Flexibility

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

This is a description of the job as required at the date shown. It is the practice of the Authority to periodically review job descriptions, update them and ensure that they relate to the job performed or incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Director of HR and Organisational Development reserves the right to make changes to the job description following consultation.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (ü) on the person specification when you complete the application form.			**Shortlisting Criteria**
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Key Knowledge	K1	Knowledge of employee relations principles and employment law and how these apply to workplace practice	✓ A
	K2	Knowledge of HR policies and procedures relating to employee relations casework and formal processes	
	K3	Understanding of data protection, confidentiality and governance requirements in managing employee information	✓ A
	K4	Understanding of equality, diversity and inclusion and commitment to advancing equity and justice in people management practice	
	K5	Understanding of how workforce data and casework information can be used to support effective people management and service improvement	✓ A
	K6	Basic understanding of trade union and industrial relations practice and how this applies to employee relations processes	
Relevant Experience	E1	Experience of supporting or managing employee relations casework or similar people management processes	✓ A
	E2	Experience of providing practical advice or support to managers or stakeholders on people related matters	
	E3	Experience of applying policies and procedures in practice and supporting formal processes	✓ A
	E4	Experience of managing a varied workload and prioritising competing demands effectively	✓ A
Qualification	Q1	CIPD Level 3 or working towards, or equivalent relevant experience	✓ A

Core Values and Behaviours		**Equity** • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as **one team for Lambeth**, encouraging everyone to play their part • Take positive action to ensure **everyone** in my team has opportunities to **learn and grow** at work • Encourage everyone to **be themselves** at work and value who they are • I am inclusive and actively **celebrate diversity,** recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with **respect and dignity** just as I would want for myself. • **Encourage** each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that	

		impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.	

		• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	