



Shropdoc - HR Employee Relations Advisor (Fixed Term – Maternity Cover)

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| Job Title: | HR Employee Relations Advisor (Fixed Term – Maternity Cover) |
| Location: | Longbow |
| Duration: | Fixed term – 12 month maternity cover (duration subject to change, by providing required contractual notice) |
| Hours of Work: | 30 Hours Per Week |
| Responsible To: | Human Resources Business Partner |

The main purpose of the role will be to provide first line HR Guidance, support and advice to managers and staff at Shropdoc, on all employee relations issues such as attendance management, grievances, disciplinary and performance management. Your advice will be consistent with Shropdoc policies and in accordance with best practice and current employment legislation, whilst upholding and promoting our Organisational Values of Quality, Kindness, Integrity, Community and Development.

2. JOB SUMMARY

- 2.1 You will effectively manage the development, promotion and maintenance of a healthy employee relations culture and staff engagement across the organisation, which upholds our Values - Quality, Kindness, Integrity, Community and Development.
 - 2.2 You will build and maintain collaborative and productive working relationships with Managers, Employees and HR colleagues, offering professional and practical advice and guidance regarding operational HR matters, to establish professional credibility for yourself and the HR Department.
 - 2.3 You will have a positive, pro-active diligent approach, excellent communication skills, and the ability to deliver a high quality service and compliance. You will also have the ability to work to tight deadlines together with the motivation to drive improvement and efficiencies across our processes.
 - 2.4 You will support the HR Business Partner in the implementation of the People Strategy, and acts as a pivotal HR advisory point of contact for Managers and Employees.
 - 2.5 You will be expected to manage and coordinate elements of service provision, projects and procedures, to support the HR Business Partner and acting as the managerial lead in their absence.
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3. KEY TASKS AND RESPONSIBILITIES

- 3.1 In conjunction with the HR Business Partner, providing first line advice, guidance and support to managers and staff, on all human resources matters including employment law, and advising on the sickness absence, maternity, disciplinary and grievance process and workforce issues.

- 3.2 Providing regular status updates to the HR Business Partner on the progress of employee relations casework, sending weekly updates to all those involved in a formal casework process, both regular and complex, ensuring business risk is minimised in all cases.
- 3.3 Maintaining the casework spread sheets and make sure that all documentation relating to each case is saved and accessible.
- 3.4 Managing the organisation's absence process, through the guidance of Managers to complete the relevant meetings and documentation within the required deadlines (including fit notes, return to work meetings etc); auditing to ensure standards are maintained and providing advice where required, to ensure that employees are supported through the correct channels.
- 3.5 Undertaking the monitoring of sickness absence and making initial enquires in relation to problem areas and specific cases, informing the Head of HR of any areas of concern.
- 3.6 Leading sickness absence meetings with managers and employees, ensuring that individual cases are dealt with in an equitable manner, whilst also aiming to achieve a reduction in the absence level. This will include advising on appropriate remedies e.g., redeployment, phased return to work, ill-health retirement applications.
- 3.7 Supporting managers in preparing and presenting management cases at sickness decision hearings, identifying where casework is complex and seek advice from the HR Business Partner or Head of HR.
- 3.8 Managing the organisation's Occupational Health provisions, including but not limited to pre-employment assessments, employee health referrals, employee annual checks and any other health initiatives, including promoting the use of the organisation's ERP and Paycare employee health care plans to promote staff health and wellbeing.
- 3.9 Working alongside the HR Business Partner to design and lead the development of innovative welfare and engagement initiatives that enhance employee wellbeing and improve performance and retention, including the Wellbeing Calendar, other employee benefit schemes (e.g. Cycle to Work).
- 3.10 Supporting managers to prepare probationary review meetings and undertake the monitoring of probations across the business. Attending review meetings where necessary and advising of policy.
- 3.11 Working collaboratively and innovatively with the IT and BI teams, to proactively embrace digital transformation of the HR function, to develop and deliver workforce initiatives which offers workable business contributions and solutions to Managers, to the achievement of their business plans and objectives. Supporting the implementation of continuous improvement initiatives, using BI to inform changes and develop solutions to ensure that all HR operational systems and processes are fit for purpose.
- 3.12 Coach and influence Managers to develop their people management/leadership skills, constructively challenge inappropriate behaviours and deal with difficult and contentious issues within the organisation, to deliver effective outcomes which achieve or exceed business needs; building management capability through coaching and challenging the status quo on people management and decisions to demonstrate how HR can help achieve the culture shift and transformation required to improve communication, knowledge sharing and added value to the organisation.

- 3.13 Working alongside the HR Business Partner, HR Workforce and Compliance Advisor and Managers to solve local challenges in the area of performance and to shape and evolve the organisational approach to performance management.
- 3.14 Analysing monthly workforce data to provide commentary and HR recommendations as required to the HR Business Partner and HR team and Managers, where required, ensuring information provided is accurate and provided in a timely manner to meet deadlines.
- 3.15 Identifying and gathering workforce information data to write reports summarising status on issues, appraising outcomes, and providing progress reports; interpreting and comparing a range of complex ER facts or situations requiring analysis to highlight issues, risks and support decision making and monitoring trends against agreed targets on areas such as performance management.
- 3.16 Responding to ad hoc queries from Managers and Employees and provide advice and support when requested, acting in a professional, sensitive, and confidential manner at all times.
- 3.17 Manage contracts and contractual changes, such as new starter contracts, contract variations, flexible working requests, maternity / paternity leave, leavers etc, to ensure that these are managed promptly and suit the requirements of the employee and the organisation.
- 3.18 Actively participating in HR and other departmental meetings and training sessions as appropriate, adapting the presentation of ER information to suit the relevant audience of stakeholders.
- 3.19 Contributing to the development and implementation of HR policies and procedures, making recommendations for review and improvements in line with customer requirements.
- 3.20 Designing, leading and delivering training or other ER interventions to Managers and Employees, to improve leadership and team performance.
- 3.21 Supporting the delivery of HR project plans and wider ER elements identifying risks, issues, and dependencies, considering best practice and current options, and ultimately making decisions in the best interest of the project, whilst taking responsibility for a high standard of work in the delivery of projects on time, to quality standards and in a cost-effective manner.
- 3.22 Providing advice, support and guidance to partnership the HR Team and Managers and HR Workforce and Compliance Advisor on HR programmes, to help them to identify and assess training and development needs, working collaboratively to accommodate current and foreseen departmental issues to create and implement sustainable action plans that will achieve future service requirements. This may range from one-to-one coaching to facilitation of groups of people, small workshops, team building events or large-scale presentations, as well as developing management skills in particular areas via coaching.
- 3.23 Working collaboratively with the HR Workforce and Compliance Advisor and HR Business Partner, deputising in their absence.
- 3.24 Demonstrating an ongoing commitment to your personal CPD, through the keeping up to date with developments in employment legislation and HR best practice, maintaining and updating your personal HR knowledge and skills through practical application within your role.

3.25 Undertaking any other duties as directed which are consistent with the role being undertaken. Please note that these duties are not exhaustive and are subject to on-going review in conjunction with the post holder and the changing needs of the organisation.



PERSON SPECIFICATION

HR Employee Relations Advisor (Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

| Requirement | Essential | Desirable | Evidenced by |
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| Education and qualifications | CIPD Level 5 or equivalent experience | Further or higher education or equivalent CIPD Level 7 or equivalent experience | Application / Interview |
| Knowledge / Experience | <ul style="list-style-type: none"> • Experience of working on a diverse range of regular and complex ER cases, to successful conclusion • Experience of working in a high-quality busy HR function, with the ability to prioritise workflow demands, whilst maintaining a consistent professional HR approach • Experience of supporting, advising, coaching and influencing managers, staff and other stakeholders, at all levels of the organisation, in the interpretation of HR Policies, HR Procedures and terms and conditions of employment • Experience of working cross-functionally to obtain relevant data (with the BI Team) and achieve results • Experience of managing organisational absence, working collaboratively with Occupational Health provisions • Working Knowledge of UK employment law, including disciplinary / grievance, sickness absence, maternity / paternity provisions, terms, and conditions of service etc • Experience of managing and analysing data for monitoring purposes and ability to producing accurate, high quality HR Management Information reports • Working knowledge of balancing HR best practices principles with commercial acumen | Experience of working in the NHS, in addition to experience within another sector | Application / Interview |

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| | <ul style="list-style-type: none"> • Experience of producing and presenting clear, concise, and well-argued reports e.g. for case hearings and appeals • Experience of managing a range of HR-related projects through to successful conclusion • Experience of managing and supporting contractual changes and change / transformation programmes | | |
| Skills / Abilities | <ul style="list-style-type: none"> • Ability to solve complex and sometimes sensitive and /or contentious ER problems, ideally to a win / win solution or the ability to ensure understanding in others to why solutions were reached • Communicate succinctly, clearly, and accurately, both verbally and in writing, to a range of audiences and adopt style as required • Plan and organise activities and projects, undertaking appropriate analysis, interpreting results to produce action plans and / or reports • Analysis and interpret workforce reports and other HR related data, to support managers and / or produce action plans and reports • Apply business acumen to identify and assess emerging workforce related issues and advise on appropriate responses and interventions • Presentation skills to small and large groups in person and via IT platforms (such as Teams) • Be an effective team member who can relate to colleagues at all levels across the organisation with tact and diplomacy • Interpret policies, terms and conditions and guidance documents to ensure the support and guidance you provide are in line with our working practices • Strong attention to detail • Prioritise own workload and take responsibility for delivering results within agreed timescales and | | Application / Interview |

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| | <p>standards with changing priorities and pressures</p> <ul style="list-style-type: none"> • Understanding of and demonstrable commitment to EDI in employment and service delivery • Use initiative to look out for issues at work, acting promptly and effectively to find and / or recommend solutions • Strong understanding of using and auditing HR information Systems • Working knowledge of Word, Access, Excel, Power Point and other office applications • Passionate about HR and our Values, and driven to improving the organisation for individuals, teams and as a whole • Recognise your own job role boundaries / limits of practice and know when to ask for guidance | | |
| Other Attributes | <ul style="list-style-type: none"> • Ability to uphold and promote Shropdoc's Values • Good leadership skill, to motivate others and ensure that actions / solutions are appropriate and minimise business risks • Ability to see 'the bigger picture' with strong business acumen • Ability to deal with difficult and confrontational situations using resilience, influencing and negotiation skills • Tenacious approach to achieving objectives and projects to successful completion • Strong 'can do' attitude with a passion for better • Approachable demeanor with the ability to understand and show empathy for others | | |