Job Description

# Job Title Employee Relations Manager

**Location** Henshaws College, Harrogate, with travel to other sites

**Salary** £15.05 per hour/£29,738.80 per annum

**Band** F

**Hours per Week** 38 hours a week

**Annual Leave** 25 days plus 10 Statutory holidays

**Reports to** Director of People

**DBS Check** Enhanced Check with adult barring list and child barring list

**Job Summary**

The role of Employee Relations Manager will be a true generalist role, partnering with managers in all ER matters including resolution of employee relations issues, disciplinary and grievance, absence management & performance management. The role will be responsible for the line management of the HR Officer and HR Administrator.

**Key responsibilities**

**HR and Employee Relations**

* Partner with managers to advise on employee relations cases in a professional and effective manner to minimise risk and cost to the business.
* Line manage and support HR Officer and HR administrator, ensuring best practice and quality assurance is embedded across all processes.
* Develop and Deliver Henshaws Management Development Programme alongside the Director of People.
* Attend complex employee relations meetings to take minutes and advise on process (managers are responsible for leading meetings)
* Attend attendance management meetings to take minutes and advise on process (managers are responsible for leading meetings)
* Ensure HR policies are implemented fairly and consistantly across all directorates.
* Promote appraisal, supervision and personal development plan (PDP) templates to encourage proactive performance management.
* Update HR database with all relevant information including updates on case management.
* Support HR Officer to advise of interview questions and coach on interview techniques, attending interviews where appropriate.
* To embed and embrace Henshaws values and culture
* Ensure the accurate maintenance and on-going development of the HR database, and other systems, to facilitate reliable management information and processing of employee data.
* Promote Henshaws employee benefits to managers and employees.
* Advise and guide managers and employees through salary banding process and policy.
* Deputise for Director of People in their absence.
* Responsible for completing HR Projects as necessary at the level relevant to the role
* Support the Director of People with higher level and more complex projects

**Management Responsibilities**

* Lead and guide staff, providing the support needed to maintain morale and enable them to work effectively
* Supervise staff members appropriately in their day to day work and actively work to recognise the work that they do
* Carrying out regular 1:1s and schedule team meetings as appropriate
* Undertake annual appraisals staff members, assisting them in the preparation of Personal Development Plans
* Support appropriate staff learning and development within your team
* Communicate effectively with your team, and in line with the Henshaws Code of Conduct and Behaviour framework

**General**

* Attend all Henshaws mandatory and compulsory training sessions, taking responsibility to ensure training is up to date at all times.
* Take responsibility for your own personal and professional development, including CPD where appropriate.
* Facilitate training and knowledge sharing across Henshaws Society, and other providers where appropriate.
* Offer a flexible approach to working hours to meet the needs of the organisation.
* Represent Henshaws in professional manner at all times, contributing to marketing and recruitment activities for Henshaws as required.
* Flexible approach to working locations when appropriate, to meet the needs of the charity
* Comply with Henshaws Health & Safety requirements and be aware of and adhere to current Henshaws policies and procedures.
* Any other duty as required by the line manager commensurate with the post.

Person Specification – Employee Relations Manager

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the
desirable criteria to produce the shortlist. All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

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|  | **Criteria** | **Essential or Desirable** | **How Identified** |
| **Skills and Experience** | Significant experience of providing professional HR support to managers | Essential | Application form / interview |
|  | Strong influencing skills with proven ability to challenge managers in a professional and pragmatic manner | Essential | Application form / Interview |
|  | High level of attention to detail  | Essential | Application form / test |
|  | Experience of dealing with complex employee relations cases  | Essential | Application form / Interview |
|  | Excellent time management skills with the ability to prioritise effectively | Essential | Interview |
|  | Experience of managing individual goals whilst also working as part of a team. | Essential | Application form / interview |
|  | Excellent communication skills, both verbal and written | Essential | Application form / Interview |
|  | Confidence to build relationships with colleagues at all levels and drive best practise across the organisation | Essential | Interview  |
|  | IT literate with a working knowledge of MS office including word, Excel and Outlook  | Essential | Application form  |
|  | Experience of developing and delivering HR skills coaching / training programmes | Desirable | Interview |
| **General & Specialist Knowledge** | Up to date knowledge of current HR best practice and employment law  | Essential | Application form / interview |
|  | Experience of the care, education or voluntary sector | Desirable | Application form |
|  | Understanding of HR systems/databases  | Desirable | Application form |
|  | Understanding of equality and diversity best practices  | Essential | Interview |
| **Education & Training** | GCSE grade A\*-C Maths and English, or equivalent qualification | Essential | Application form |
|  | Level 5 CIPD certificate or diploma (or equivalent) or other related HR subject qualifications | Essential | Application form / proof of qualification |
| **Special Requirements** | Adaptable and flexible skill set to succeed in a fast paced changing business environment.  | Essential | Application form / interview |
| **Special Requirements** | A strong commitment to:* Henshaws values and mission;
* a “coaching and developing” approach when

 dealing with colleagues * working collegially; valuing the contribution of

 others and sharing knowledge and expertise;* Henshaws data protection procedures;
* a high degree of confidentiality at all times.
 | Essential | Application form / Interview |

**Henshaws will make every endeavor to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability.**

**Henshaws is committed to safeguarding vulnerable adults and children. The post holder may be required to complete an enhanced DBS disclosure check including barring lists for Adult and/or child barring services.**

**Henshaws is committed to equal opportunities and positively welcomes applications from all sections of the community.**