### Purpose of role

This is a two year training post to gain experience in HR Employment Relations (ER) as a Trainee ER Adviser. If not already CIPD qualified, then this role will provide the opportunity to become qualified through an apprenticeship. The role-holder will undertake a range of ER casework appropriate to their experience and knowledge, resolving these with a business focussed approach and in a timely, efficient and effective manner. The role-holder reports to the Head of Employment Relations and works closely with Human Resources Business Partners, Employment Services, line managers, employees and their representatives.

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<th>Main responsibilities</th>
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<td><strong>Case work:</strong></td>
<td>As part of the Employment Relations (ER) team, progress to deliver the full range of employee relations casework to meet organisational objectives, seeking advice where necessary:</td>
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| 1 | - Facilitate and drive the conduct of less complex employment cases including but not limited to sickness and disciplinary matters, attending meetings as appropriate, completing relevant correspondence and maintaining accurate records.  
- Support Employment Relations colleagues in implementing restructuring, redundancy and TUPE exercises.  
- Complete associated administration and communication promptly and to a high standard of accuracy.  
- Provide supporting documentation such as meeting scripts, letters and records of meetings. |
| **Advice, guidance & training:** | Provide advice on the interpretation of University policy, employment law and best practice in employment relations and related areas to include:  
- Act as a point of escalation for more complex queries from Employment Services  
- Resolve more complex pay issues in liaison with payroll |
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| **3** | **Management Information:**  
- Refer more complex queries to more senior colleagues within ER team  
Contribute to the design and delivery of training to managers to improve service provision and understanding of University policies in action, e.g. sickness absence management, performance improvement, diversity and equality |
| **4** | **Service Development**  
- Contribute to and take individual responsibility for continuously improving the ER & HR service, including processes, policies and procedures.  
- Monitor personal and service performance (key performance indicators) and seek feedback to establish areas for improvement.  
- Engage in a continuous cycle of ‘Plan, Do, Review’ to drive improvements. This includes using management information to review and learn and therefore to inform and improve subsequent activities. |
| **5** | **Expertise/Continuous Professional Development:**  
- Provide and interpret management information e.g. sickness absence data, fixed funding data, equality data etc., for use both within the HR function and in support of Schools and Departments.  
- Produce standard data reports as required.  
- Maintain accurate information e.g. on Resource Link (HR system), Personal Records and Workpro (Case Management system).  
- Contribute to and take individual responsibility for continuously improving the ER & HR service, including processes, policies and procedures.  
- Monitor personal and service performance (key performance indicators) and seek feedback to establish areas for improvement.  
- Engage in a continuous cycle of ‘Plan, Do, Review’ to drive improvements. This includes using management information to review and learn and therefore to inform and improve subsequent activities.  
- To apply knowledge gained from professional studies to casework and as required  
- To develop professional knowledge and understanding of University procedures through working closely with other colleagues  
- To develop confidence in dealing with cases and guiding managers in decision making in accordance with employment law and policy  
- Over the period of training, to gradually take on more complex cases providing the appropriate level of support and advice  
- Build positive and productive relationships with service users and HR colleagues to become a trusted partner |
## Person specification

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<th>Essential</th>
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<td><strong>Skills</strong></td>
<td>• Excellent communication skills (written and verbal)</td>
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<td>• Excellent customer service skills</td>
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<td>• Good numeracy skills</td>
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<td>• IT skills (including creating and manipulating Excel spreadsheets)</td>
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<td>• Ability to solve problems creatively</td>
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<td>• Analytical and critical thinking skills</td>
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<td>• Attention to detail</td>
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<td>• Resilience</td>
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<td><strong>Knowledge and experience</strong></td>
<td>• Demonstrable commitment to ER (&amp; career in HR)</td>
<td>• Experience of working in an HR role in a large complex organisation.</td>
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<td>• Relevant ER work experience</td>
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<td>• Experience of working in a customer focused environment.</td>
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<td><strong>Qualifications, certification and training (relevant to role)</strong></td>
<td>• Recently obtained degree <em>(within 5 years)</em> or Experience of working in a complex HR environment, plus GCSEs (or equivalent) in English and Mathematics.</td>
<td>• Relevant HR studies</td>
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Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people  
Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

Taking ownership  
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

Forward thinking  
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

Professional pride  
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

Always inclusive  
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

Line manager  
Head of ER

Role holder  
Trainee

Key stakeholder relationships  
Colleagues  
Managers & Employees