

JOB DESCRIPTION

Job Title:	Employee Relations and Change Manager	Grade:	SG8
Department:	People Operations	Date of Job Evaluation:	Dec 2022
Role reports to:	Associate Director of People Operations		
Direct Reports	N/A		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

The Employee Relations and Change Consultant is responsible for:

- Managing complex employee relations casework including grievance, disciplinary, compliance investigations, performance related issues, alternative dispute resolution, absence, and ill-health retirement.
- Providing advice, guidance and coaching to employees and managers across the University on employee relation matters (grievance, disciplinary, compliance investigations, performance related issues, alternative dispute resolution, absence, and ill-health retirement)
- Interpreting workforce policies, procedures and employment law for managers and employees.
- Supporting organisational change management including restructures and TUPE transfers.
- Delivering coaching and training to supervisors, managers and senior leaders

KEY ACCOUNTABILITIES:

Team Specific:

- End-to-end management of complex employee relations casework including disciplinaries, grievances, alternative dispute resolutions, absence, ill-health retirement and redundancy, at hearing, appeal hearing and employment tribunal.
- Support managers and employees with sensitive investigations and interpreting policies.
- Act as a point of escalation for complex queries which require in-depth knowledge of employee relations policies and processes.
- Coach and upskill the multi-functional advisers to answer employee relations queries effectively.
- Support and coach managers to progress and handle employee relations issues effectively.
- Coach and train supervisors and managers in best practices of line managing teams and individuals

- Liaise with external advisers including occupational health, solicitors as appropriate in relation to employee relations casework.
- Advise on alternative dispute resolution techniques including when their use is appropriate.
- Working with the Head of Employee Relations, Change and People Analytics, support senior managers to implement organisational change initiatives including restructures and TUPE transfers. Support managers to carry out trade union and individual consultation as required.
- Develop and maintain a detailed understanding of the relevant workforce policies and procedures including absence, performance management, disciplinary, grievance and redundancy.
- Provide expert HR advice on advice, guidance and coaching to employees and managers across the University on employee relation matters (e.g. grievance, disciplinary, absenteeism, compliance investigations, Performance related issues, etc.).
- Communicate changes to Employee Relations policies and processes
- Support the Head of Employee Relations, Change and Performance Intelligence with establishing and maintaining Trade Union relationships.

Generic:

- Enhance the approach to HR at the University by driving efficient service delivery through effective collaboration across the People Directorate.
- Act as a brand ambassador actively promoting the University and the People Directorate to internal and external audiences.

Managing Self:

- Maintain own continuous professional development (CPD)
- Develop, lead and maintain positive relationships with internal and external stakeholders.
- Role model the University's values of Impact, Collaboration and Inclusivity.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours and work location to ensure that People Directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

Specific performance Indicators will be established in consultation with the Line Manager.

KEY RELATIONSHIPS (Internal & External):

- Associate Director of People Operations, Associate Director of Development, Talent and Reward, Director of Equality, Diversity and Inclusion, Head of Employee Relations, Change and People Analytics
- Senior People Business Partners
- People Operations Specialists (Recruitment, UKVI, Data & Analytics, Employee Relations, HR Information Systems).
- Employees and managers at all levels.
- University staff networks and employer bodies.
- Trade union representatives (local and regional).
- General Counsel
- External law firms acting on behalf of the University
- HM Courts and Tribunal Service
- HR1 Office (the Insolvency Service)

PERSON SPECIFICATION	
Essential	Desirable
Experience <ul style="list-style-type: none"> • Substantial experience of managing complex casework including grievance, disciplinary, compliance investigations, performance related issues, alternative dispute resolution, absence, and ill-health retirement. • Substantial experience of providing advice, guidance and coaching to employees and managers across the University on employee relations matters. • Substantial experience of interpreting workforce policies, 	Experience <ul style="list-style-type: none"> • Experience of working in HR in the Higher Education Sector.

<p>procedures and employment law for managers and employees.</p> <ul style="list-style-type: none"> • Significant experience of supporting organisational change management including restructures and TUPE transfers. • Demonstrable experience of working with trade unions including consultation and relationship management. • Demonstrable experience of adopting an evidence-based approach analysing and drawing conclusions from data. <p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Expert knowledge of employment law and how to interpret and apply it in a range of complex work situations. • Expert knowledge of dispute resolution techniques. • Strong arbitration, mediation and coaching skills. • Excellent verbal and written communication. • Strong working knowledge of enabling technologies, systems and processes. • Strong customer service skills and focus on service delivery. • Advanced knowledge of how to develop change management approaches that align with organisational culture and objectives. • Strong influencing and negotiation skills. • Effective team worker. <p>Qualifications</p> <ul style="list-style-type: none"> • Associate member of the CIPD <u>OR</u> equivalent. • Level six qualification in HR or business discipline <u>OR</u> equivalent experience. <p>Personal attributes</p>	<p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Coaching qualification • Knowledge of regulatory requirements in the Higher Education environment. <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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| <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful | |
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