

JOB DESCRIPTION

Job Title: People (ER) Investigations Officer

Grade: SG8

Department: People Directorate

Responsible to: Head of Employee Relations, Change and People Analytics

Responsible for: N/A

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: 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 role holder will objectively and thoroughly investigate sensitive employee relations issues, concerns, complaints, and cases.

Analyse anonymous complaints/report of bullying, harassment, discrimination, gender-based violence, hate or micro-aggressions reported through the University's 'Report and Support' system and determine what action/interventions are appropriate.

Liaise with colleagues across the People Directorate including the Employee Relations and Change Managers and the Head of Employee Relations, Change and People Analytics to support cases and provide mediation.

Liaise with Student and Academic Services about issues, concerns, complaints raised by students about staff.

Work with Senior People Business Partners to identify and address key employee relations trends and issues.

KEY ACCOUNTABILITIES

Team Specific:

- Conduct confidential, fair, thorough, and timely internal investigations into allegations of violations of internal policies, including but not limited to bullying, discrimination, harassment, retaliation and produce comprehensive and clear investigation reports and/or outcomes in line with the requirements of the appropriate policies.

- Assist with the investigation and resolution of other workplace concerns to determine the appropriate approach and to ensure fair and consistent treatment of all employees.
- Drive the disciplinary procedure in line with the investigation findings report and align with key stakeholders to get to consensus.
- Provide mediation and coaching support at informal stages for employees and managers.
- Identify ethics, compliance, and employee relations matters that require improvement, working with the Head of Employee Relations, Change and People Analytics and various internal groups to amend policies and drive training and awareness accordingly.
- Participate in the identification and delivery of continuous improvement initiatives to improve the policy framework, increase knowledge within the University.
- Coach and mentor investigating officers in conducting effective investigations and preparing of investigative reports
- Contribute to the development and cascading of training for managers and stakeholders relating to the people management and case work resolution (first line manager training Etc.)
- Present key findings and advise chair panels if to progress to disciplinary hearings.

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, to ensure that the People Directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Completion of investigation reports in a timely manner.

KEY RELATIONSHIPS (Internal & External):

- Report and Support Team
- Student Complaints Team
- Associate Director of People Operations
- Deputy Director of People
- EDI team

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Identify and interpret relevant legislation, guidance, regulations or procedural requirements.
- Experience of writing detailed investigation reports in which you draw evidence-based conclusions and make recommendations.
- Experience of carrying out challenging interviews to obtain/gather information.
- Thorough knowledge of employment law frameworks and their application in the management of investigations and case work.
- Understanding of people management frameworks and their use in people management.

Desirable Criteria

- Experience within Public service or HE sector.
- Experience of mediating and supporting colleagues in gaining a positive working relationship.

SKILLS:

Essential Criteria

- Strong analytical skills and the ability to use sound and balanced judgement to arrive at well-reasoned and appropriate decisions.
- Excellent written communication skills, with the ability to write clearly and effectively and capture all important facts and opinions in drafting detailed letters and reports.
- Strong interpersonal skills including the ability to deal with robust challenge whilst showing appropriate empathy.
- Excellent organisational and planning skills.
- Ability to influence and negotiate at strategic level.

Desirable Criteria

- Mediation skills.

QUALIFICATIONS:

Essential Criteria

- Educated to degree level (or equivalent) relevant work experience in conducting investigations as part of your job role.
- Willingness to become a trained mediator.

Desirable Criteria

- Qualified mediator or coach.

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A