

## SINGLE CORPORATE SERVICES

### Employee Relations

<b>Job title:</b>	Employee Relations Advisor	<b>To be completed by HR</b>
<b>Reporting to:</b>	Employee Relations Manager	
<b>Accountable to:</b>	Employee Relations Manager	<b>Job Reference Number</b>
<b>Pay Band:</b>	Band 5	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust

#### Job purpose

The Employee Relations Advisor role at Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust is crucial in delivering a comprehensive and proactive HR service to Divisional Managers, Line Managers, and staff, aimed at enhancing workforce capability and indirectly contributing to improved patient care.

Primarily focused on managing sickness absence cases, the ER Advisor also functions as a primary contact point for staff and managers seeking general HR advice. The role involves providing guidance on a wide range of employment issues and supporting the Trust in achieving its strategic and operational objectives within the scope of national and medical terms and conditions.

Contributing to a just and learning culture, promoting a culture of improvement, and ensuring consistent office cover and effective service delivery across both Trusts in alignment with the objectives of a Single Corporate Service.

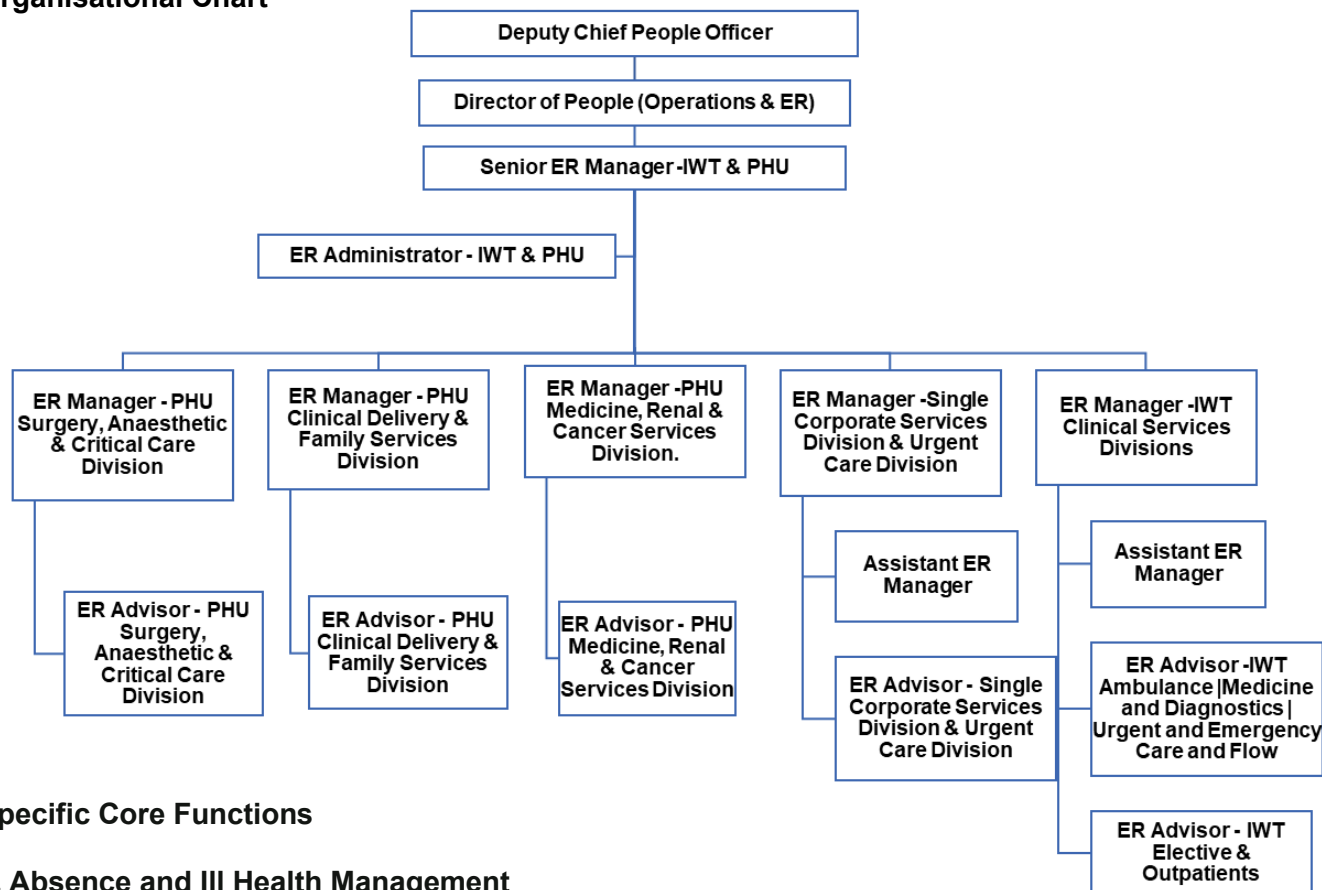
#### Job summary

The ER Advisor role at Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust encompasses a wide array of responsibilities aimed at delivering a comprehensive HR service to managers, line managers, and staff.

The primary focus of the role involves managing absence and illness effectively, serving as a central point of contact for staff and managers for general HR advice, and supporting the Employee Relations team in ensuring compliance with legal requirements. The HR Advisor contributes to developing a proactive and modern HR service, participates in policy drafting and reviews, and supports various employee relations functions such as grievance handling, disciplinary procedures, capability assessments, and organisational change processes.

Additionally, the ER Advisor helps in coordinating job matching and analysis, advising on investigations, and participating in formal hearings. This role involves providing constant support and guidance to enhance employee relations capability, ensuring effective management of change, and promoting open working relationships to build a positive employee relations environment within the organisation.

## Organisational Chart



## Specific Core Functions

### 1. Absence and Ill Health Management

- Manage absence and ill health matters effectively within the Trust, providing guidance and support to staff and management.
- Analyse sickness absence data, develop detailed reports, and collaborate with managers to implement proactive absence management strategies.
- Work with the Occupational Health and Wellbeing Team to design interventions for absence reduction.
- Provide training, guidance, and advice on sickness absence management within the organisation.

### 2. Point of Contact and Advisory Role

- Serve as a primary point of contact for staff and managers, offering advice on less complex HR issues.
- Provide comprehensive employee relations advice and guidance based on policies, NHS Agenda for Change (AfC) and medical terms and conditions, and best practices.
- Offer consistent advice on employee relations matters to enhance organisational capability.
- Advise on complex issues such as long-term sickness cases and termination discussions.

### 3. Compliance and Operational Support

- Ensure compliance with legal and statutory requirements across Divisions.
- Keep the Employee Relations Manager abreast of operational issues within the Trust/Divisions.
- Support managers and staff in organisational change processes and effective handling of change initiatives.
- Ensure manager awareness and compliance with People Services policies and procedures.

### 4. Employee Relations Processes and Investigations

- Provide advice and support on investigations, including grievances, discipline, and performance management.
- Assist in employee relations hearings, particularly for absence management and less complex cases.
- Act as an adviser for non-complex disciplinary, capability, and grievance hearings.
- Review management cases for formal hearings, identify gaps, and support managers in decision-making.
- Support the job evaluations process in accordance with NHS job evaluation criteria.

## **5. Training and Development**

- Deliver training sessions on management essentials and other relevant topics to support leadership strategies.
- Promote positive working relationships and open communication among colleagues and staff representatives.
- Provide guidance on panel compositions and hearing packs for formal hearings.

## **6. Reporting and Analysis**

- Contribute to performance management reporting by analysing key indicators, particularly sickness absence data.
- Participate in job matching and role analysis processes as necessary.
- Provide pragmatic advice tailored to address risks and implications effectively.

## **7. Documentation and Record Keeping**

- Take and transcribe formal minutes for hearings and work groups.
- Record case information accurately and efficiently in designated systems.
- Review and update team standard operating procedures regularly.

## **8. Task Prioritisation and Resource Management**

- Reprioritise tasks and reassess strategies within evolving employee relation scenarios.
- Handle competing priorities effectively to ensure efficient case management.
- Ensure adequate resourcing of the Employee Relations team across all sites in the Single Corporate Service, optimising staffing levels for consistent and effective office coverage and continuity of service delivery.

## **9. Subject Access and Freedom of Information Requests**

- Support in the processing of Subject Access Requests (SAR) and Freedom of Information (FOI) requests, ensuring timely responses are provided in accordance with statutory requirements and Trust policies, while maintaining appropriate documentation to support audits and reviews.

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

### ***Analytical and Judgement***

- Judgements involving facts or situations, some of which require analysis.

### ***Planning and organising***

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

### ***Physical Skills***

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.

### ***Policy and Service Development***

- The post holder is responsible for the implementation of policies for a team/department and proposes policy or service changes which impact beyond own area of activity.

**Financial Management**

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

**Management/Leadership**

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

**Information Resources**

- The post holder has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD).

**Research and development**

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

**Freedom to Act**

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

**Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

**Mental effort**

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

**Emotional Effort**

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

**Working conditions**

- Exposure to unpleasant working conditions or hazards is rare.

## Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent relevant experience</li> <li>• Level 5 CIPD qualification or equivalent relevant experience</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an Operational HR role dealing with complex and sensitive issues</li> <li>• Experience of advising managers on a range of HR issues, in particular absence management</li> <li>• Experience of involvement in policy development and implementation</li> <li>• Experience of taking minutes at formal hearings</li> </ul>		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of a range of HR policies, processes and practices e.g. absence and capability, disciplinary and grievance procedures</li> <li>• Knowledge of current employment law, data protection and ACAS Codes of Practice</li> <li>• Understanding of best practice in HR</li> <li>• Excellent interpersonal effectiveness including diplomacy, influencing, negotiation and facilitation skills</li> <li>• Able to establish credibility and rapport with line managers</li> <li>• Sensitive and responsive when dealing with challenging or emotional circumstances.</li> <li>• Able to prioritise and respond flexibly to changing demands</li> <li>• Ability to work autonomously and show initiative</li> <li>• Commitment to equal opportunities</li> <li>• Excellent 'PC User' skills including all basic Microsoft packages</li> <li>• Ability to analyse situations and exercise independent judgement</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of NHS Terms and Conditions (e.g. national AFC and Medical)</li> <li>• Trained in Job Evaluation</li> <li>• Use of ER Case Management Systems.</li> </ul>	

## Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.