

SINGLE CORPORATE SERVICES

Employee Relations

Job title:	Employee Relations Administrator	To be completed by HR Job Reference Number
Reporting to:	Senior Employee Relations Manager	
Accountable to:	Senior Employee Relations Manager	
Pay Band:	Band 3	

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 purpose of this role is to provide a comprehensive and professional administrative support service to the Employee Relations Team across Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust. The post holder will play a key role in supporting the effective delivery of Employee Relations services, ensuring the provision of high-quality administrative, coordination and customer support functions.

The post holder will act as the first point of contact for Employee Relations enquiries, managing and responding to queries received through the Employee Relations inbox and other communication channels, ensuring timely allocation, escalation and resolution of requests. The role will involve maintaining accurate employee relations records, supporting case management processes, coordinating meetings and formal hearings, preparing documentation and hearing packs, drafting correspondence, and providing minute-taking support for investigations and formal employment matters.

The role will also be responsible for maintaining Employee Relations databases and case management systems, producing management information and reports and ensuring data accuracy and quality.

The post requires the ability to work independently, exercise sound judgement when prioritising and triaging enquiries, manage competing demands, maintain confidentiality, and develop effective working relationships with managers, staff, trade union representatives and stakeholders across both Trusts.

Job summary

The Employee Relations Administrator plays a key role in supporting the delivery of a high-quality Employee Relations service across Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust. The post holder will provide comprehensive administrative and coordination support to the Employee Relations Team, ensuring the effective management of Employee Relations processes and maintaining a responsive, professional and customer-focused service.

Acting as the first point of contact for Employee Relations enquiries, the post holder will manage and coordinate queries received through the Employee Relations inbox and other communication channels, providing advice on routine matters, triaging requests and escalating complex issues as appropriate. The role requires effective liaison with managers, staff, trade union representatives and other stakeholders across both Trusts.

The post holder will provide administrative support for a range of Employee Relations activities, including investigations, formal hearings, case management processes and policy-related work. Responsibilities include coordinating meetings, managing diaries, preparing documentation and hearing packs, drafting

correspondence, recording formal minutes and maintaining accurate case records in line with Trust policies and information governance requirements.

A significant aspect of the role is the maintenance of Employee Relations data and information systems. The post holder will be responsible for ensuring data quality and accuracy, maintaining trackers and databases, producing regular and ad hoc management information reports.

The role requires excellent organisational, communication and analytical skills, with the ability to work independently, prioritise competing demands, manage sensitive and confidential information, and contribute to the efficient and effective delivery of the Employee Relations service across both organisations.

Organisational Chart

Specific Core Functions

- Act as the first point of contact for all Employee Relations queries received through the Employee Relations inbox, providing timely, accurate and professional responses, escalating complex matters to the appropriate member of the Employee Relations team where required
- Manage and monitor the Employee Relations inbox, ensuring queries are triaged, allocated, tracked and responded to within agreed service standards, maintaining a high level of customer service for managers, staff and trade union representatives.
- Maintain accurate records of Employee Relations cases, advice and correspondence within HR systems and databases, ensuring compliance with data protection, information governance and record-keeping requirement
- Produce regular and ad hoc Employee Relations reports, dashboards and management information, analysing trends relating to casework, sickness absence, disciplinary matters, grievance cases, dignity at work concerns, and other Employee Relations activity to support decision-making
- Maintain spreadsheets, trackers and reporting tools to support effective case management and service performance monitoring
- Support the HR team with updates of policies, forms and procedures as required.
- Support the Employee Relations team with arrangements for investigation meetings and formal hearings; including diary management, room bookings, printing and organising of electronic packs of documents and liaison with managers, members of staff and union representatives.
- Support the Employee Relations Team with complex investigations by taking minutes at the investigation meetings, checking these with the Senior ER team and sending these to the witnesses involved in the investigation.
- Undertake general administrative duties for the Employee Relations Team e.g. filing, forwarding correspondence, photocopying etc

Key Responsibilities

Communication and Working Relationships

- Act as the first point of contact for Employee Relations enquiries, responding to and managing queries received via telephone, email and the Employee Relations inbox from managers, staff, trade union representatives and external stakeholders.
- Provide and receive routine, complex and occasionally sensitive information, exercising tact, diplomacy and confidentiality when dealing with Employee Relations matters.
- Provide advice, guidance and instruction on Employee Relations processes and administrative procedures, escalating complex matters to the appropriate member of the Employee Relations team.

- Communicate effectively through written correspondence, reports, meeting arrangements, formal letters and minute-taking activities.

Analytical and Judgement

- Exercise judgement when triaging enquiries, prioritising workload and determining when matters require escalation.
- Undertake data validation and quality checks to ensure information contained within Employee Relations systems is accurate, complete and up to date

Planning and Organising

- Plan and organise a range of administrative and Employee Relations activities, often managing competing priorities and conflicting deadlines.
- Coordinate meetings, investigations, formal hearings and case-related activities, ensuring all documentation and arrangements are in place.
- Monitor and manage shared inboxes, case trackers and reporting schedules to ensure actions are completed within agreed timescales.

Physical Skills

- Requires proficient keyboard and IT skills for the maintenance of employee records, production of reports, minute taking and preparation of complex documentation.
- Utilise a range of Microsoft Office applications, HR systems and reporting tools to support service delivery.

Patient Client Care

- Provide a professional and customer-focused service during incidental contact with patients, carers, relatives and members of the public, directing queries appropriately

Policy and Service Development

- Work within established Trust policies, procedures and Employee Relations frameworks.
- Contribute to the review and maintenance of Employee Relations policies, procedures, forms and guidance documents.
- Provide feedback on administrative processes and identify opportunities for service improvement, particularly in relation to data quality, reporting and customer service.

Financial Management

- Exercise responsibility for the appropriate use and security of departmental resources and equipment.
- Support the efficient use of resources through effective planning and organisation of meetings, hearings and administrative activities.

Management/Leadership

- Provide advice, guidance and demonstrations of administrative processes and systems to new team members and less experienced colleagues.
- Promote high standards of customer service, record keeping and data quality within the team.

Information Resources

- Maintain, update and manage Employee Relations databases, case management systems, spreadsheets and electronic records.
- Produce regular and ad hoc reports, dashboards and management information relating to Employee Relations activity, casework and service performance.
- Prepare, maintain and distribute documentation, correspondence and hearing packs.
- Record and transcribe formal minutes and maintain accurate records of meetings, investigations and hearings.

Freedom to Act

- Work independently within established policies, procedures and standard operating procedures, managing own workload and priorities.
- Exercise discretion when handling confidential and sensitive Employee Relations information.

Research and Development

- Contribute to the development of reporting processes, data collection methods and performance monitoring arrangements.

Physical Effort

- The role involves a combination of sitting, standing and walking, with prolonged periods of computer-based work and concentration.

Mental Effort

- Frequent concentration is required when managing multiple enquiries, maintaining accurate records and producing reports.
- The post holder will regularly work to competing deadlines and manage interruptions while maintaining accuracy and attention to detail.

Emotional Effort

- Frequent exposure to sensitive and confidential Employee Relations matters, including disciplinary, grievance, sickness absence and workplace conflict cases.
- Occasional direct or indirect exposure to distressing or emotionally challenging situations requiring professionalism, resilience and discretion

Working Conditions

- Primarily office-based with occasional attendance at meetings across Trust sites.
- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	• NVQ Level 3 in Business Administration, Human Resources, Customer Service or equivalent experience. • Good standard of education including GCSE (or equivalent) English and Mathematics.	• CIPD Foundation Certificate or willingness to work towards.	Application

Experience	• Previous experience in an administrative or customer-focused role. • Experience of managing shared inboxes and responding to enquiries from a wide range of stakeholders. • Experience of maintaining accurate records and handling confidential information. • Experience of using Microsoft Office applications, including Word, Excel, Outlook and Teams. • Experience of producing reports and maintaining spreadsheets • Excellent verbal and written communication skills. • Excellent customer service skills with the ability to communicate sensitively and professionally. • Experience of organising meetings, diary management and minute taking. • Ability to prioritise competing demands and work to tight deadlines. • Demonstrable accuracy and attention to detail. • Ability to work independently and as part of a team.	• Experience of working within Human Resources or Employee Relations. • Experience of using HR Information Systems (ESR, Allocate, Trac or equivalent). • Experience of producing management information, dashboards or workforce reports. • Experience of working within the NHS or another large complex organisation	Application
Knowledge	• Understanding of excellent customer service principles. • Knowledge of data protection, confidentiality and information governance requirements. • Understanding of administrative processes and record management. • Knowledge of Microsoft Excel and reporting tools sufficient to maintain trackers and produce reports. • Awareness of Employee Relations processes and procedures.	• Knowledge of NHS Terms and Conditions, HR policies and Employee Relations procedures. • Knowledge of workforce metrics and reporting requirements.	Application

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.