

SINGLE CORPORATE SERVICES**Employee Relations**

Job title:	Employee Relations Manager	To be completed by HR Job Reference Number
Reporting to:	Senior Employee Relations Manager	
Accountable to:	Senior Employee Relations Manager	
Pay Band:	Band 7	

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 the Employee Relations Manager for Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust is to drive the delivery of high-quality employee relations services, provide specialist advice and support to managers, and ensure compliance with employment legislation and Trust policies.

The role involves providing guidance on a wide range of complex employment issues and supporting the Trust in achieving its strategic and operational objectives within the scope of national and Medical terms and conditions

The postholder will play a crucial role in fostering 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

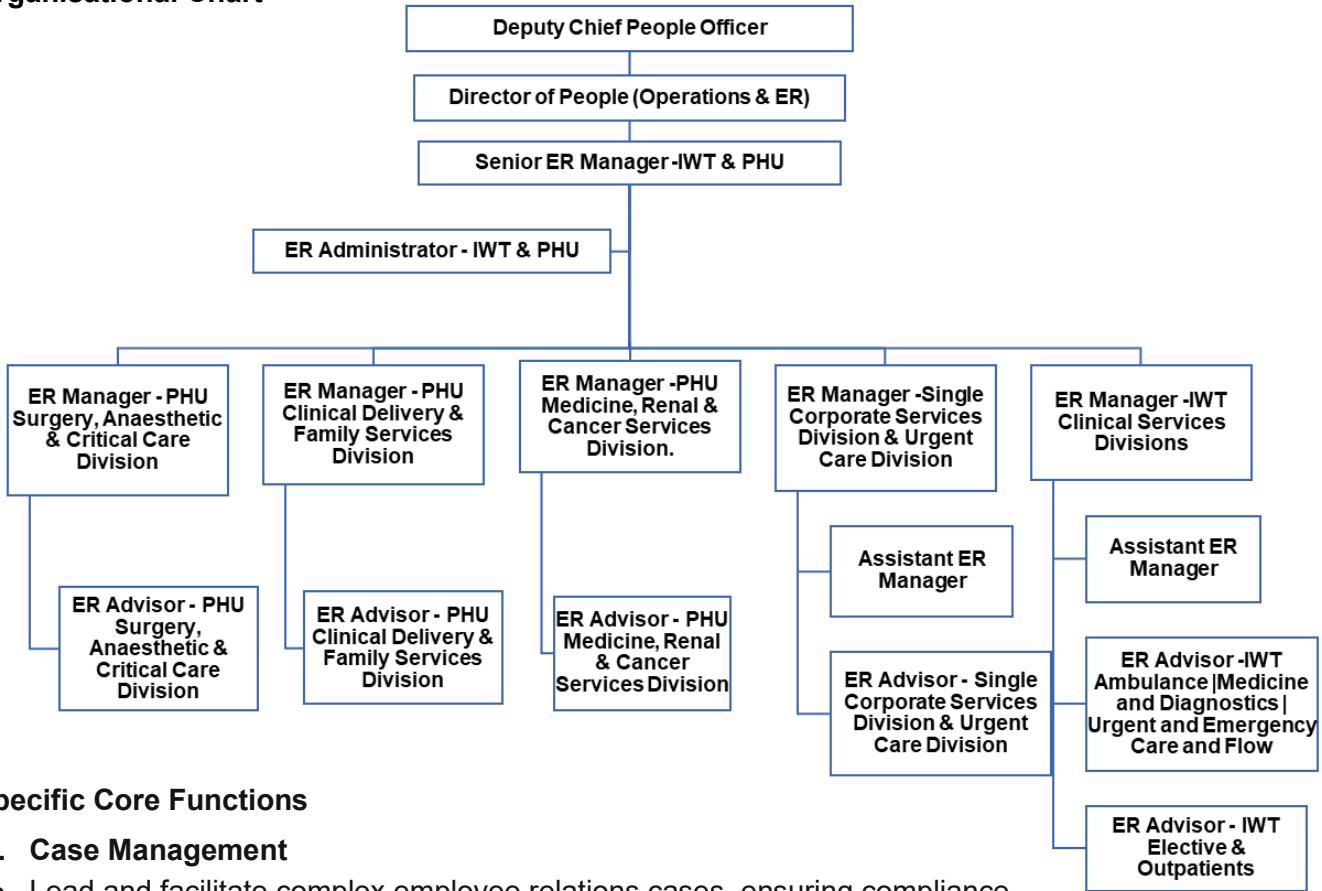
As an Employee Relations Manager, you will serve as a key authority in Employee Relations, managing complex employee relations cases, guiding managers on optimal practices, and supporting team members through investigations. Your role includes representing HR in Trust hearings and appeals while promoting a resolution-focused environment that encourages staff engagement and empowerment.

You will design and implement training programs for managers and staff, monitor employee relations performance metrics, and support the day-to-day operations of the Employee Relations team. Your responsibilities will include advising line managers on various HR matters such as disciplinary actions, grievance resolutions, performance management, attendance issues, and conflict resolution. A core aspect of your role will be to enhance managerial capabilities, enabling them to address personnel challenges effectively.

As a recognised expert in Employee Relations, you will develop training modules for both managers and People and Organisational Development personnel, enhancing skills and competencies within the team. Your focus will be on creating effective, value-driven employee relations processes that ensure compliance with best practices and legal standards.

Collaborating with other Employee Relations Managers, you will share accountability for advancing employee relations services, conducting training sessions, updating intranet resources, and presenting regular Key Performance Indicator (KPI) reports to leadership.

Organisational Chart



Specific Core Functions

1. Case Management

- Lead and facilitate complex employee relations cases, ensuring compliance with best practices and legal requirements, while promoting a resolution-focused approach.

2. Coaching and Development

- Coach managers in designated areas to enhance their leadership and people management skills in alignment with Trust competencies, values, behavioural framework and fostering a just and learning culture.

3. Communication and Reporting

- Provide information and advice to directorates and other management groups regarding employee relations and workforce issues via telephone, email, or in person.
- Prepare workforce reports and attend Directorate Management Weekly Meetings, Management Quarterly Boards, and Monthly Performance Reviews to present these papers.

4. Stakeholder Engagement

- Develop and maintain collaborative working relationships with all internal and external stakeholders to enhance employee relations.

5. Conflict Resolution

- Act as an impartial mediator between parties to seek resolutions for disputes as required.

6. Leadership and Development of Employee Relations Team

- Provide supportive line management to the Assistant Employee Relations Managers and Employee Relations Advisors, offering guidance and mentoring to enhance their skills and ensure effective case management and service delivery within the team.
- Conduct regular one-on-one meetings and appraisals with team members to provide constructive feedback and identify individual developmental needs, fostering a culture of continuous improvement and professional growth.

- Assist in the coordination of training programs and workshops that enhance the capabilities of the Employee Relations team, ensuring that team members are equipped with the knowledge and tools necessary to address employee relations challenges effectively.
- Encourage a collaborative team environment that values input and ideas from all members, promoting engagement and shared responsibility for achieving departmental goals.

7. Expert Guidance on Employee Relations Issues

- Provide specialised guidance on medical employee relations issues, particularly concerning Maintaining High Professional Standards (MHPS) and Trust policies, as well as TUPE processes.
- Provide comprehensive employee relations advice and guidance on complex issues based on policies, AfC and Medical terms and conditions, and best practices.
- Manage and complete job evaluations in accordance with NHS job evaluation criteria, ensuring that all positions are assessed fairly and equitably based on a systematic analysis of responsibilities, skills, and the impact on patient care, while promoting best practices in workforce management.

8. Employment Tribunal Support

- Support the effective management of Employment Tribunal claims and requests for employee relations-related information, ensuring accurate and timely responses.

9. Team Support in Investigations

- Advise and assist team members in investigating disciplinary, grievance, sickness, and performance cases, ensuring thoroughness and compliance with established protocols.

10. HR Representation

- Serve as the HR representative on Trust hearing and appeal panels, ensuring consistency in recommendations and adherence to procedural fairness.

11. Proactive Changes

- Develop and implement employee relations interventions to address people-management issues proactively.

12. Divisional Lead Responsibilities

- Act as the senior employee relations lead for designated divisions, reporting on casework metrics and participating in divisional meetings to ensure alignment with Trust objectives.

13. Performance Monitoring

- Monitor employee relations service metrics, identifying areas for improvement and implementing action plans to enhance service delivery and compliance.

14. Compliance and Risk Management

- Stay informed of developments in employment laws, pay terms and conditions, and statutory obligations, providing timely and accurate guidance to line managers and team members to ensure compliance with relevant regulations and Trust policies.
- Monitor and maintain employee relations casework systems to ensure accurate record-keeping and adherence to established protocols, supporting the accurate tracking of cases and outcomes.
- Prepare and present detailed reports on employee relations activities and case trends to senior leadership and core teams, facilitating informed decision-making and identification of areas for operational improvement.
- Assist in the development and communication of key performance indicators (KPIs) for Employee Relations, supporting divisional leadership in tracking performance and enhancing service delivery effectiveness.

- Manage 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.
- Coordinate police matters related to employee investigations, ensuring compliance with legal requirements and effective communication between the Trust and law enforcement agencies.

15. Planning and Organising

- Collaborate with the Resourcing Team to ensure effective recruitment and selection processes in line with Trust policies and legal requirements.
- Supervise the day-to-day operations of the Employee Relations advisory team, monitoring and reallocating workloads as needed to ensure quality outcomes.
- Ensure appropriate systems for all relevant employee relations activities (e.g., long-term sickness, retirement) are developed and maintained, with documentation produced in a timely manner.

16. Analysis and Judgement

- Provide professional advice on employment law, Trust policies, NHS Agenda for Change (AfC) and medical terms and conditions, ensuring that accurate information is disseminated by Employee Relations advisory team members.
- Guide Assistant Employee Relations Managers and Employee Relations Advisors on complex employee relations issues, influencing decision-making and escalating concerns to the Senior HR Manager when necessary.
- Ensure that management staff are effectively advised and coached in handling conduct, performance, sickness/ill health matters.

17. Training and Development

- Design and deliver tailored management development programs across the Trust, including elements of the HR Management Development Programme.
- Lead and facilitate training sessions on employment law, investigations, and employee relations policies to enhance the capabilities of managers and People and Organisational Development.
- Coach investigating officers throughout the investigation process and provide constructive feedback to improve the quality of investigation reports.

18. Office Coverage and Service Delivery

- Ensure adequate resourcing of the Employee Relations team to provide consistent office cover across the sites, guaranteeing the delivery of uninterrupted and effective employee relations services.

Key Responsibilities

1. Communication and Working Relationships

The post holder will be providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding and/or presenting complex, sensitive, or contentious information to a large group of staff.

2. Analytical and Judgement

Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

3. Planning and organising

Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.

4. 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.

5. Patient Client Care

Assists patients/clients/relatives during incidental contacts.

6. Policy and Service Development

The post holder is responsible for major policy implementation and policy or service development, which impacts across or beyond the organisation.

7. Financial Management

The post holder will be an authorised signatory for small cash/financial payment.

8. Management/Leadership

The post holder is responsible for day-to-day management of staff within Employee Relations Team. The post holder will deal with the initial stages of grievance and discipline; appraisal, acting as an interview panel member; responsible for monitoring mandatory training compliance with their team. The post holder will be responsible for reviewing work performance and progress and manage the allocation of work.

9. 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).

10. Research and development

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

11. Freedom to Act

The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

12. 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.

13. Mental effort

There is a frequent requirement for prolonged concentration, or there is an occasional requirement for intense concentration.

14. Emotional Effort

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

15. Working conditions

Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<ul style="list-style-type: none"> • Degree/ professional qualification or equivalent significant relevant experience • Chartered Institute of Personnel and Development Professional Qualification (Post graduate level 7) or equivalent • Evidence of continuing personal and professional development 	<ul style="list-style-type: none"> • Membership of the Chartered Institute of Personnel and Development (CIPD) 	
Experience	<ul style="list-style-type: none"> • Previous experience of managing complex employee relations casework, including sickness absence and health and wellbeing. • Able to demonstrate the delivery of initiatives that have reduced sickness absence • Policy development • Designing and/or improving process and systems • Supervising/managing staff • Positively engaging with trade unions and staff • In depth knowledge and experience of employment legislation to include TUPE Transfers, understanding of Discrimination (constructive dismissal, Discrimination) 	<ul style="list-style-type: none"> • Experience of a large, highly complex organisation / NHS • Providing high quality case supervision • Employment Tribunal Preparation 	
Knowledge	<ul style="list-style-type: none"> • Good understanding of best practice in improving attendance and creating healthy work environments • Evidence of expertise, interest and continuing professional development in sickness management and/or supporting staff with disabilities • Strong track record and commitment to equality and inclusion with expert knowledge of disability • Demonstrable experience of interpreting and applying terms and conditions of an organisation • Digital literacy with ability to effectively use technology to work efficiently and deliver objectives • Excellent written and verbal communication skills, with a particular emphasis on report writing for the board and employment tribunals • Up-to-date knowledge on employment legislation • Understanding of NHS medical and AfC Terms and Conditions • Understanding of health and safety standards; NICE guidance and the latest best practice in improving attendance at work 	<ul style="list-style-type: none"> • Able to demonstrate innovation and new approaches in improving attendance • Trained in Job Evaluation • ER Cases Management Systems. 	

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.