

SINGLE CORPORATE SERVICES

Employee Relations

Job title:	Assistant Employee Relations Manager	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Employee Relations Manager	
Accountable to:	Employee Relations Manager	
Pay Band:	Band 6	

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 Assistant Employee Relations Manager role at Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust provides expert HR guidance and support to managers, line managers, and staff, focusing on complex and sensitive employment issues.

This role involves actively monitoring employment relations cases, ensuring compliance with policies and turnaround times. The Assistant Employee Relations Manager proactively reviews complex cases with managers to identify lessons learned and enhance management capabilities. 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 Assistant Employee Relations Manager at Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust plays a crucial role in supporting the Employee Relations function by providing expert guidance and assistance on employment matters to managers, line leaders, and staff. Acting as the first line of support and advice to Employee Relations Advisors, the postholder is responsible for assisting in the management of employment relations cases, ensuring compliance with Trust policies, regulatory requirements, and established turnaround times.

In this position, the Assistant Employee Relations Manager will actively assist the Employee Relations Manager in reviewing ongoing cases, identifying trends, and deriving insights that contribute to process improvements and enhanced management practices. The role emphasizes fostering a culture of transparency, fairness, and collaboration, as the postholder communicates and addresses employee and management concerns effectively.

By facilitating training sessions and sharing knowledge on best practices, the Assistant Employee Relations Manager plays an integral role in supporting a just and restorative culture within the team while helping to promote continuous improvement initiatives across both Trusts.

Organisational Chart

Specific Core Functions

1. Employee Relations Support and Guidance

- Provide expert guidance and support on complex employment matters, including disciplinary actions, grievances, and organisational change procedures.
- Serve as a primary point of contact for sensitive Employee Relations issues, providing guidance, support, and ensuring equitable and consistent practices.
- Provide advice and guidance on complex employee relation issues, based on policies, AfC and Medical terms and conditions, and best practices. Offering pragmatic solutions in line with business objectives and employment legislation.
- 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.

2. Case Management and Compliance

- Actively monitor and manage employment relations cases, ensuring compliance with Trust policies and adherence to turnaround times.
- Maintain accurate and timely case information on appropriate systems, ensuring team standard operating procedures are kept up to date.
- Support the management 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.

3. Continuous Improvement and Analysis

- Review and assess complex or serious cases with managers to identify key learnings and opportunities for improvement in management capability.
- Analyse employment data and trends to identify areas for enhancement, inform strategic decision-making, and optimise ER functions.
- Develop and implement strategies to promote positive employee relations, foster an inclusive workplace culture, and uphold best practices in HR management.
- 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.

4. Stakeholder Collaboration and Support

- Collaborate with stakeholders to develop tailored solutions for intricate ER challenges and drive continuous improvement in ER practices.
- Support managers and staff on effective management of change processes, including handling TUPE transfers and statutory compliance with organisational change policies.
- Collaborate with Occupational Health and Wellbeing Team to design interventions and programs to reduce absence rates and proactively improve employee well-being and productivity.

5. Training and Development

- Deliver training sessions on ER essentials, leadership strategies, and conduct ad-hoc training to enhance organisational leadership capabilities and development.
- Provide mentoring and guidance to the Employee Relations Advisors on panel compositions and hearing pack preparation for formal hearings.

6. Representation and Reporting

- Act as an advisor for non-complex capability, disciplinary, and grievance hearings and participate in formal hearings and employee relation meetings.
- 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.

7. Task Prioritisation and Resource Management

- Prioritise tasks effectively and reassess strategies as necessary to address evolving employee relation scenarios and demands.
- 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 for a single corporate service.

8. Policy and Procedure Development

- Assist in drafting, reviewing, and updating HR policies and procedures in alignment with legal requirements and industry best practices.
- Represent the ER function in various organisational initiatives, ensuring compliance with regulatory standards, promoting transparency, fairness, and ongoing professional development.

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

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 is responsible for day-to-day supervision or co-ordination of staff within the Employee Relations Team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

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

- Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

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 unpredictable, or there is an occasional requirement for prolonged concentration.

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.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<p>Educated to degree level or to be able to demonstrate knowledge to the equivalent level</p> <p>Chartered Institute of Personnel and Development Professional Qualification (Post graduate level 7) or equivalent</p>	Membership of the Chartered Institute of Personnel and Development (CIPD)	
Experience	<p>Experience of working in a customer focused environment responding to management needs</p> <p>Experience of advising on complex issues e.g. providing advice on TUPE transfer leading on due diligence, organisational change including redundancy situations, Ill health dismissals, Conflict resolution cases – experience of facilitating meetings</p> <p>Understanding and interpreting of employment legislation</p> <p>Facilitation skills to deliver training</p>		

	<p>Mediation skills to resolve conflict situations</p> <p>Experience of taking minutes at formal hearings</p>		
Knowledge	<p>Knowledge of a range of HR policies, processes and practices e.g. absence and capability, disciplinary and grievance procedures</p> <p>Knowledge of current employment law, data protection and ACAS Codes of Practice</p> <p>Understanding of best practice in HR</p> <p>Understanding of redeployment processes</p> <p>Understanding of NHS Medical and AfC Terms and Conditions</p> <p>Excellent interpersonal effectiveness including diplomacy, influencing, negotiation and facilitation skills</p> <p>Excellent written and verbal communication skills, with a particular emphasis on writing of reviewing letters, terms of reference (TOR), guidance, management cases and training.</p> <p>Able to establish credibility and rapport with line managers</p> <p>Sensitive and responsive when dealing with challenging or emotional circumstances.</p> <p>Able to prioritise and respond flexibly to changing demands</p> <p>Ability to work autonomously and show initiative</p>	Trained in Job Evaluation	

	<p>Commitment to equal opportunities</p> <p>Excellent 'PC User' skills including all basic Microsoft packages</p> <p>Ability to analyse situations and exercise independent judgement</p>		
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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.