



Job description and employee specification

Job title:	Employee Relations BP	Location:	All Locations
Reports to:	Head of People	Working hours:	37 per week
Job number:		Salary grade:	I
Supervises:	ER Advisor and HR Administrator		
Main purpose of the job:	To provide expert advice and guidance on all HR and Employee Relations matters, such as disciplinary, grievance, absence management, and performance, capability and people management across all Ubico locations. Ensuring the application of Ubico's policies,		
Key duties and responsibilities:	<p>This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.</p> <p>This is what we need you to do:</p> <ul style="list-style-type: none"> • Effective proactive case management of people related issues to conclusion, such as disciplinary, appeals, grievance, absence management, performance management, TUPE and redundancy. • Provide immediate advice on a day-to-day basis that takes into account the latest employment legislation, focussing on giving professional and expert advice. • Ensuring that all information and documentation sent out is legally compliant ensuring that a best practice approach is taken. • Facilitating a proactive approach to absence management to ensure a smooth return to work. • Provide advice and guidance in relation to absence management for both short and long-term cases and ensure the appropriate referrals and interventions are actioned. • Supporting as note taker at formal disciplinary, grievance or sickness absence meetings if needed. • Compile information and documentation to any ACAS queries and ET1 claims by providing accurate data, actions and outcomes of each case. • Advise, support and coach managers to make their own decisions and effectively manage all aspects of employee relations issues. • Maintain update and create HR policies, procedures and forms as required. • Assist in the compilation of monthly management information and the compilation reports etc. • Proactively manage own caseload through to resolution and in accordance to the appropriate timescales. • Schedule regular meetings with managers to address and manage employee relation matters, whilst providing updates, advice, guidance and coaching where applicable. • Provide coaching and training to managers on effective employee relations practices, conflict resolution, and performance management. • Build effective working relationships with employees, managers and union representatives. • Maintain expertise in employment law best practice to be able to provide accurate advice and guidance on employment legislation issues, and their implication on Ubico. • Establish and assist with the delivery of employee relation training requirements. • Continuously analyse ER data and trends to identify areas of improvement and recommend proactive solutions. • Evaluate and assess manager confidence and capability when dealing with ER matters and adapt the style and level of guidance offered to support individual development. 		



	<ul style="list-style-type: none"> • Ensure thorough and objective investigations into employee relations issues are completed and that relevant information is gathered. • Mediate and facilitate discussions between colleagues to resolve conflicts and improve working relationships. • Lead by example as a role model for Ubico values. • Promote equity, diversity and inclusion as part of the culture of Ubico. • Take a proactive approach to risk management, ensuring risks and issues are identified, addressed and reported and, where appropriate, escalated. • Support HRBP's through consultations and redundancy process. • <p>All employees of Ubico are also expected to:</p> <ul style="list-style-type: none"> • Work to add value to, and be a valued member of, the team and to be valued by customers. • Comply with the organisation's health and safety policies and safe systems of working. • Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation. <p>Be committed to and demonstrate the values of the organisation which are to:</p> <ul style="list-style-type: none"> • Deliver quality – what we do, we do well. • Be safe – look out for yourself and others. • Do the right thing – make good decisions and treat people with respect. • Care for our environment – protect where we live and work. Strive to be cleaner and greener. • Work together – communicate well and help each other.
<p>Essential requirements - qualifications, skills, abilities, knowledge and experience:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • Full driving licence and own car available and insured for business use. • GCSEs (5 A-Cs or equivalent, including Maths and English). • CIPD Level 7 or relevant experience. <p>Knowledge and experience</p> <ul style="list-style-type: none"> • A sound working knowledge of employment legislation and HR best practice and the ability to apply this knowledge. • A strong understanding of equality, diversity and inclusion issues and its application • Good analytical and problem-solving skills with the ability to apply employment legislation through HR policies and procedures. • Experience of working in an Employee Relations role, or extensive case experience in a more generalist HR role. • Experience of managing conflict and sensitive issues and achieving positive outcomes. <p>Skills and abilities</p> <ul style="list-style-type: none"> • A strong influencer, able to get the right balance of coaching, advising and persuasion into every interaction. • Ability to work under pressure and flexibly in order to meet a varied, wide ranging and demanding workload which is often time critical. • Ability to deal with sensitive situations in a diplomatic manner using professional



	<p>judgement.</p> <ul style="list-style-type: none"> • Experience of note taking. • Excellent written and telephone communication skills. • Ability to conduct thorough and impartial investigations, maintaining confidentiality and integrity. • Excellent problem-solving and decision making skills to analyse complex employee relations issues and recommend appropriate actions. • Able to challenge and influence others, including more senior colleagues and stakeholders, to ensure that appropriate outcomes are achieved. • Good level of IT skills - MS Office. • Excellent verbal and written communication skills – presentation skills. • Production of reports.
requirements - qualifications, skills, abilities and experience:	<ul style="list-style-type: none"> • Leadership skills – ability to coach and mentor employees. • Experience of working independently remotely and as part of a team and able to demonstrate the ability to build effective working relationships.
Special conditions:	<ul style="list-style-type: none"> • There will be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service • You will need use of a car for work purposes.
Date created:	BPSS Check
Date reviewed:	
Created/reviewed by:	<p>Name: Emma Henderson</p> <p>Job title: Head of People</p>

