

ER & Policy Senior Adviser



Role Description

<p>GRADE Grade 5</p> <p>LOCATION Sighthill Edinburgh</p> <p>LINE MANAGER ER, Policy & Senior Adviser</p>

Role Summary

The ER & Policy Senior Adviser will lead, motivate and develop a team of HR Advisors in the management of all case activity ensuring the consistent application of our policies and processes to meet our legal obligations.

The role holder will lead the team in developing trusted relationships across the University, proactively supporting and coaching managers on people related matters, championing and embedding an early intervention/resolution approach.

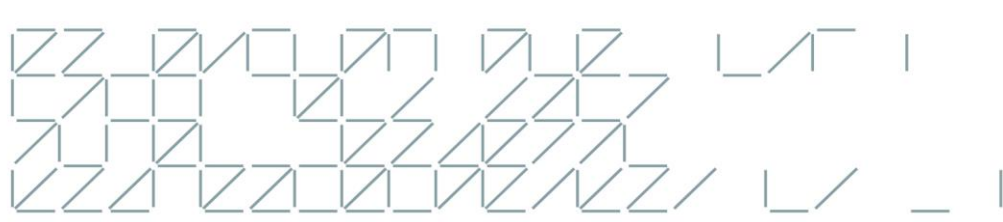
Support the development of policies including researching best practice approaches and the delivery of manager workshops/colleague briefings.

Line Management Responsibility for:

Line management responsibility for two ER & Policy Advisers.

Main Duties and Responsibilities

- Lead, motivate and develop a team of HR Advisors in the effective management of case activity including absence management, performance management, disciplinaries, grievances and conflict resolution, ensuring the quality and timeliness of case management support.
- Support the team in coaching and guiding managers on policy application, best practice and legislation. Provide feedback to managers as required to help build their skills and knowledge.
- Develop case management tools to capture accurately all case related interventions and monitor these in line with developed SLA's.
- Build and maintain positive relationships with the trade unions and other key stakeholders. Using judgement to identify risk areas and continually seek opportunities for early interventions to reduce the number of escalated formal cases.
- Act as an escalation point for the ER & Policy Advisors supporting the provision of expert advice to managers on complex employee relations cases ensuring compliance with employment legislation.
- Collate and analysis information to contribute to decision making including the development of insights and monitoring of performance on ER cases. Recognise trends and identifying opportunities to enhance culture and employee experience.
- Review and develop supporting information and training for employees and managers that promote compliance with relevant legislative changes and employee relations best practice; e.g. investigation managers training; etc.
- Develop mechanisms for identifying and training investigation/hearing managers and keeping knowledge up-to-date.
- Gather information for national external benchmarking surveys; interpret and analysis outcomes and provide recommendations for improvements/interventions.
- Support the ER & Policy Partner in the design and development of policies including researching best practices approaches.
- Develop and improve policy guidance content including 'toolkits' to support employees and managers in the interpretation of policy.
- Play a key role in supporting the wider People Team in the development of process to underpin our policies, taking a continuous improvement and technology first approach to support efficiencies in the application of our policy framework.
- Provide support to the People Partners as and when required.
- Promote and embed equality of opportunity and diversity in all aspects of employee relations.
- Role model the University's values & behaviours;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications		
<ul style="list-style-type: none">• CIPD qualified or experience in a comparable role.	✓	
<ul style="list-style-type: none">• Evidence of continuing professional development.	✓	
Skills / Experience		
<ul style="list-style-type: none">• Strong HR generalist background with experience of progressing case work promptly whilst managing risk.	✓	
<ul style="list-style-type: none">• Able to demonstrate credible ER knowledge covering all elements of the employee life cycle including evidence of interpreting and applying employment legislation.	✓	
<ul style="list-style-type: none">• Experience of leading, managing and coaching a case team to advise on complex, high risk and sensitive cases including supporting employment tribunals.	✓	
<ul style="list-style-type: none">• Strong networking and relationship buildings skills.	✓	
<ul style="list-style-type: none">• Great attention to detail with a passion for continuous improvement with experience of developing and enhancing processes to support policy implementations.	✓	
<ul style="list-style-type: none">• Confident in running training and development sessions for managers and providing feedback to managers.	✓	
<ul style="list-style-type: none">• Excellent oral and written communications skills with strong interpersonal skills and resilience.	✓	
<ul style="list-style-type: none">• Experienced in handling sensitive matters with tact and diplomacy. Confident and comfortable having difficult conversations, working professionally and discreetly with sensitive information.	✓	
<ul style="list-style-type: none">• Experience of working in a trade union environment.		✓
<ul style="list-style-type: none">• Working knowledge of GDPR.	✓	