# Job Profile

Job Title: Employee Relations Specialist

Directorate: People & Performance

Reports To: Employee Relations Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 07/08/2023

## Overall Role Purpose

The ER Specialist helps people with sight loss to live the life they choose by providing a business-focussed employee relations service to managers and staff, enabling employees to be their best self and contribute fully to the organisation.

## Key Responsibilities

* Working closely with Employee Relations Manager, Strategic HR Business Partners and HR ELT to support the organisation’s overall strategic goals, the people strategy and directorate business objectives.
* Partner with the business directorates to enable them to achieve organisational objectives through their people. Proactively identify potential issues to prevent escalation and provide advice, interventions, guidance and coaching to employees, line management and senior management.
* Work with managers to support the resolution of employee relations cases to troubleshoot and minimise the potential outcome risks for the organisation.
* Drive and support the maintenance of effective Employee Relations and Change frameworks so that employee communication, experience and engagement are properly considered and supported.
* Deliver a consistent, knowledgeable and professional ER service in areas including disciplinary, grievance, probation, performance, long term sick leave etc. ensuring all such matters are dealt with in line with policy, best practice and legislative requirements to mitigate risk.
* Operating as a change expert to advise Strategic HR Business Partners, HR Support Managers, business leaders and line managers on implementing effective change processes including the writing of robust rationale, the carrying out of effective consultation and redeployment practices, handling complex issues.
* Provide excellent stakeholder communication and engagement during case or change support, ensuring a high service and experience level is given to all individuals involved.
* Contribute to comprehensive employee relations workforce data reports which show the performance of the establishments in terms of sickness, dismissals, suspensions, and other ER casework data.
* Use data and findings from multiple data sources/insights into proactively mitigating risk, identifying gaps in line management and management development capability.
* Become a disability confident lead, and use this knowledge and skillset to influence and lead best practice across the organisation.
* Hold managers to account where exclusive behaviours, decision making, and actions take place. Escalate where appropriate to the line manager, ER Manager or Strategic HR Business Partners.
* Working closely across directorates to progress and become a key advocate of DEI initiatives, to foster an inclusive culture that values diversity, equity and belonging.
* Support employees with workplace adjustments, which may include Access to Work requirements, by working with the DEI centre of excellence.
* Developing and reviewing Employee Relations policies, procedures, and guidance so they are clear and in line with employment law and best practice and ensuring these are communicated effectively.
* Offer insights to identify training needs of managers within the organisation. Support the delivery of in-house manager training and development workshops for ER and Change.
* Build and maintain influential, collaborative and trusted relationships internally with management and senior leaders within the organisation.
* Coaching and mentoring members of the HR Department on ER legislation, policy and best practice.
* Manage or participate on special projects / programs / continuous improvement initiatives requiring ER stakeholder input, as needed.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* CIPD Level 5 or equivalent experience

#### Desirable

* Accredited coaching / mediation or facilitation qualification.

## Job-Related Experience

#### Essential

* Proven experience in ER activity, including managing a diverse and complex caseload of ER activity. Including volume end to end formal and informal case and change management.
* Experience providing expert advice on employment related issues including consultation and change to a range of stakeholders.
* Strong employee relations and change experience, entailing resolution of complex issues up to and including dismissal and employment tribunals.
* Identifying need and delivering training to people managers.
* Supporting organisational change including consultation.

**Desirable**

* A clear understanding of people management either through experience or practical application.
* Experience of successfully managing projects.
* Experience of delivering a proactive ER service in a variety of different sectors would be an advantage.

#### Knowledge

#### Essential

* Comprehensive and up-to-date knowledge of employment legislation and potential future developments.

## Skills and Competencies

#### Essential

* Demonstratable coaching / meditation or facilitation skills.
* Proven ability to build highly effective and collaborative working relationships with line managers and senior managers.
* Consulting skills to diagnose people organisational issues and propose interventions to solve organisational needs.
* Proven ability to coach managers & the wider HR team in order to develop their capability and reach positive outcomes.
* Proven and demonstrable strong advisory skills
* Demonstrable ability to manage own workload and prioritise competing priorities.
* Ability to handle challenging conversations in a harmonious manner.

**Desirable**

* An understanding and/or experience of Change Management processes within the scope of HR.
* The ability to identify and imbed workplace culture within day to day HR activity.
* Significant experience of HR policy development.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

Occasional overnight stays and travel to sites in UK and Northern Ireland

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/ETDrr9U4YzdHsA3S7CHSc9EBZy3LbOI0ioxx7UHaXzT37w?e=steMPn) to view the salary band.