

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
HR Advisor	HR Business Partner	People Plus	Employee Relations	G

<p>Job Purpose:</p> <p>Provide a professional Employee Relations (ER) Advisory Service, enabling Your Housing Group's management teams to deal effectively with People related matters. This will be achieved through knowledge of employment legislation and internal employment procedure.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

- 1.** Pro-actively support the business in dealing with a variety of employee relations issues, such as: investigation, disciplinary, grievance, flexible working, performance, absence management, capability and probation.
- 2.** Supporting managers providing advice and guidance on a case management basis, to reach a resolution and mitigate risk to the business; producing robust, legally and procedurally compliant verbal and written outcomes/reports.
- 3.** Ensure effective relationships are built and maintained internally with the People Team and across the business.
- 4.** Act as a point of contact for the People Services team on day to day practices.
- 5.** Advise managers to enable them to become accountable for their own employment related matters, utilising the wider People team and People Zone tools.
- 6.** Responsible for maintaining employee data in line with Company procedures and to utilise the case management (HEAT) system accordingly to allow for appropriate and relevant management information.
- 7.** Responsible for producing and maintaining files for all ER cases in line with the ER Case procedure and checklists, meeting 100% compliance on monthly audits.
- 8.** Ensure that the case management system (HEAT) is kept up to date and utilised accurate for escalation, and cases are closed and stored electronically in line with Service Level Agreements.
- 9.** Responsibility for updating and maintaining ER MI for presentation at case review session. Providing appropriate packs to the team in advance to support the sessions.
- 10.** Provide appropriate interpretation and application on policies, procedures and practices to ensure compliance with both legislative and internal practices and Service Level Agreements.
- 11.** Take ownership for own Continuous Personal Development (CPD) to maintain and improve HR relevant expertise and legal knowledge.
- 12.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Working knowledge of UK employment law 	
Skills	<ul style="list-style-type: none"> Ability to effectively communicate with individuals at all levels Flexibility in approach to work and the ability to perform under pressure. Ability to prioritise appropriately and deliver work on time and to a high standard. Sound judgement in terms of recognising potential risk and cases that may require escalation to the Senior ER Advisors or HR Business Partner as appropriate. Ability to challenge constructively and good judgement on seeking support/ and or escalating difficult or complex issues in a positive manner 	
Experience	<ul style="list-style-type: none"> Experience of working in a HR environment providing day to day advice, support and application. Experience of providing day to day advice on HR policies and procedures 	
Qualifications/Education	<ul style="list-style-type: none"> Working towards a HR Professional qualification 	<ul style="list-style-type: none"> HR Professional qualification

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	People Team and line managers
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. The ER Tracker is updated weekly 2. 95% of Disciplinarys and Grievances are completed within the relevant Policy timescales 3. All reactive queries are appropriately responded to within 2 working days 4. 95% of sickness absence case management is conducted in line with Policy timescales

Date Role Profile Created/Updated:	April 2020
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