

Job Description: [Job Title]

Function:	Human Resources
Job:	ER Specialist
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Fauzia Chaudhry
Additional reporting line to:	
Position location:	Salford

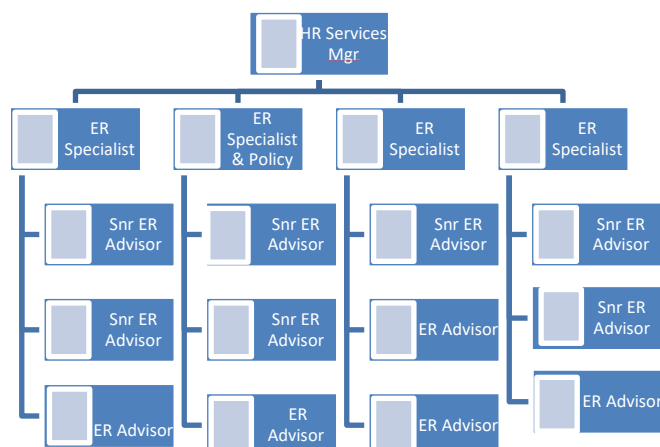
1. Purpose of the Job – State concisely the aim of the job.

- To work as part of the ER Services team to provide a remote, responsive and compliant ER advisory service, in line with Company / Segment specific policies and legislation
- Drive down risk through reducing absence and disciplinarys within the UK&I business by providing advice and coaching to line managers, employees and HR colleagues

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€1.7 B	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	35000
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	260
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics <ul style="list-style-type: none">Managing a team of 5/6 ER advisors and/or senior advisors to support multiple segments									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Work on complex restructures supporting line managers through various stages through to implementation.
- Support Line Managers and HR Business Partners with full case management and administrative support on more complex ER cases involving suspensions, investigations, disciplinary, grievance, absence etc
- Provide specialist ER advice to support line managers on complex ER issues within the agreed time frame, escalated from the ER Advisors or as requested by ER Services Manager and ensure query resolution is captured on the CSM system and service tickets are completed
- Work with the ER Services Manager to develop suite of metrics/dashboard that demonstrates team productivity and segment ER environment trends
- Work with ER Services Manager to produce trend reports which can be used to identify manager capability development opportunities, highlighting in service reviews and with HR Business Partners
- Work with the ER Services Manager to ensure that team performance indicators are met and any deficient areas addressed.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- **Team members are working efficiently and effectively and performance targets are met**
- **Metrics/dashboard to reflect performance available to highlight opportunities to add further value to segments**
- Engaged team, committed to delivering excellent service
- ER advice provided to Line Managers will be credible compliant and delivered within HR Shared Service Centre timeframes
- Proactive monitoring and case managing of suspensions, to ensure suspension costs are kept minimal
- Awareness of current employment legislation, Company policy changes and segment specific knowledge
- Working cooperatively as part of the wider HR Services Team, providing support to other teams where necessary, to ensure a 'joined up' HR service is delivered to customers
- All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Provide practical advice and guidance to Line Managers on how to manage complicated and serious ER issues and advising up to dismissal, within an acceptable level of business risk and where necessary with approval from ER Services Manager or HR Business Partner
- Manage the TUPE team ensuring that all TUPE activity is managed and delivered within agreed timescales.
- Complete direct report performance management Reviews, carrying out 1:1s, performance reviews, support recruitment of new team members, new starter inductions and deliver necessary training to new starters
- Coach and support ER Specialists / Advisors in their job role to ensure a high quality service provided at all times.
- Complete quality reviews of ER team work activity to identify opportunities to enhance timely ER Service delivery and team member skills and knowledge.
- Work collaboratively with Legal / ACAS to resolve complex ER cases.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven people management skills
- Operational management of service delivery to diverse customer base
- Able to provide remote ER support for a multi site operation
- Demonstrates ability to manage multiple customer requirements and cases simultaneously in an organised manner and within timeframes.
- Excellent verbal and written skills with the ability to write in a clear, understandable and concise manner
- Understanding of customer requirements and is able to take ownership of problems/issues and recommend practical HR solutions
- Pro active and practical approach to problem solving, with the desire to get a positive result at all times.
- Strong working knowledge of current employment legislation and its application in the workplace
- An understanding of restructuring, contract mobilisation, mergers and acquisitions, TUPE transfers etc and ability produce accurate redundancy calculations
- A practical understanding of regulatory industries, governing policies and their impact to ER issues
- A practical understanding of unionised environments, settlement agreements, TUPE legislation and Employment Tribunals
- Proficient user of Microsoft Office programmes
- **Desirable**
- Experience of working within a Shared Service environment or busy modern HR department
- Knowledge of issues surrounding Compliance issues eg eligibility to work in UK, DBSs etc
- Understanding of HR systems/technology / SAP HR / CRM
- Experience of working within a similar operating model
- Knowledge of Agenda for Change and other employee terms and conditions within a complex work environment
- CIPD qualified

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Rigorous management of results	▪ Leadership & People Management
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery

9. Management Approval – To be completed by document owner

Version	5	Date	24/07/2019
Document Owner	Mark Goodyer		