

Job Description: Senior ER Advisor



Function:	Human Resources
Position:	Senior ER Advisor
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	ER Specialist
Additional reporting line to:	
Position location:	HR Shared Service Centre, 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
- Support Line Managers with full case management and administrative support on ER issues including suspensions, investigations, disciplinary, grievance, absence etc

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 FY18:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

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.

- Working cooperatively as part of ER Services team and provide support to other team members where necessary, ensuring ER services are delivered
- ER advice provided to Line Managers will be practical, compliant and delivered within HR Shared Service Centre agreed timeframes
- Proactive case management and monitoring of suspensions to ensure suspension costs are kept minimal
- Knowledgeable about current employment legislation, Company policy changes and segment specific knowledge
- Work cooperatively as part of the wider HR Services Team, providing support to other teams where necessary, to ensure a ‘joined up’ 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

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

- Support line managers remotely with general advice, ensuring all advice complies with legislation and is in line with Company/ Segment specific policies and processes
- Resolve and respond to ER related queries escalated from HR Services Team, ensuring query resolution is captured on the CSM system managing service requests in a timely manner
- Provide practical advice and guidance to line managers on how to manage ER issues in line with the Company policy. Escalate any serious or final stage ER issues to ER Specialists or ER Services Manager
- Ensure line managers are clear on how to conduct meetings, including advice on meeting preparation and how meetings should be chaired and concluded
- Undertake ER administrative activities required to support ER case management, ensuring invite and outcome letters are accurate, and where necessary, checked by an ER Specialist before distribution
- Provide advice and administrative support to the business on TUPE activity, ensuring you liaise with the wider team to ensure smooth management of the TUPE transfer process
- Provide mediation support to the business by facilitating mediation sessions when requested
- Proactively monitor cases involving suspensions, through collaborative working with ER Services Team members to ensure cases are prioritised and support is provided to Managers as soon as possible, with breaches communicated to ER Specialists or HRBPs
- Undertake redundancy calculations and necessary administration upon request
- Keep up to date with legislative changes and segment specific knowledge which influence ER issues
- Provide hands on support to other HR Services Teams when required e.g. during absences, peak times and on ad hoc projects
- Ensure all hard and soft copy personnel records are maintained and secure, complying with obligations under the Data Protection Act and segment specific requirements
- Complete special projects and miscellaneous assignments as required

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.

- Working cooperatively as part of ER Services team and wider HR team and providing support to other team members where necessary
- ER advice provided to Line Managers will be practical, compliant and delivered within HR Shared Service Centre timeframes
- Proactive monitoring and case managing all cases, including suspensions, to ensure costs are kept minimal
- Awareness of current employment legislation, Company policy changes and segment specific knowledge
- 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.

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

Essential

- Able to provide remote ER support for a multi-site operation
- Experience of providing HR advice in line with relevant policies and legislation
- Well organised with the ability to plan, prioritise and manage high volume of case work and queries to meet deadlines
- Excellent verbal and written skills with the ability to write 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
- Proficient in Microsoft Office programmes
- CIPD qualified or working towards

Desirable

- Experience of working within a Shared Service environment or busy modern HR Department
- Understanding of HR systems/technology / SAP HR / CRM
- Experience of unionised environments, settlement agreements and Employment Tribunals
- Some understanding of restructuring, mobilisation and TUPE transfers

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

- Growth, client and customer satisfaction / quality of services provided
- Rigorous management of results
- Brand notoriety
- Commercial awareness
- Employee engagement
- Leadership and People Management
- Innovation and change
- HR Service Delivery
 - Employee Relations

9. Management Approval – To be completed by document owner

Version	V2	Date	May 2018
Document Owner	ER Services Manager		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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