

Job Description:
ER Specialist & Policy Coordinator

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| Function: |

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| **Human Resources**  |

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| Position:  | ER Specialist & Policy Coordinator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Employee Relations Services Manager  |
| Additional reporting line to: |  |
| Position location: | HR Shared Service Centre, Salford |
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| 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 more complex ER cases involving suspensions, investigations, disciplinary, grievance, absence etc.
* To research, develop and propose HR policy for the UK and Republic of Ireland which is legally compliant and which supports Sodexo strategic objectives.
* To structure, project manage, and practically deliver strategic HR policies and initiatives via the Governance Framework.
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| 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: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 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. |
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| **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. |
| * Managing complex cases ensuring advice is in line with legislative and company requirements
* Managing key Stakeholders
* Working cooperatively as part of ER Services team and provide support to other team members where necessary, ensuring ER services are delivered
* Management and development of direct reports
* Coordination of all HR policy for the UK and Republic of Ireland
* Maintenance of Employment Contracts for the UK
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **ER Specialist*** Provide practical advice and guidance to Line Managers on how to manage complex ER issues, advising up to dismissal, within an acceptable level of business risk
* Refer or escalate any ER issues with serious business or legal risk to ER Services Manager or where appropriate, directly with HR Business Partner or Sodexo Legal
* Advise line managers and HRBP’S on TUPE legislation and associated processes.
* Work with line managers on large scale restructure and redundancy and TUPE programmes advising on business risk where appropriate.
* Complete direct report PDRs, carrying out 1:1s, support recruitment of new team members, new starter inductions and deliver necessary training to new starters
* Coach and support ER Advisors in their job role to ensure a high quality service provided at all times.
* Provide mediation support to the business by facilitating mediation sessions when requested
* During periods of high volume, or in absence of ER Advisors, provide guidance to managers on routine ER cases, involving managing potential ER issues at the informal stage and during the formal stage
* Support ER Advisors with case management, providing guidance on the application of specialist ER expertise and taking responsibility of those cases, which need to be case managed or overseen by an ER Specialist

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| * Keep up to date with changes to legislation and understand the implications to the practice of HR, supporting the ER team with any potential policy, process or procedure changes that need to be made
* 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, training and miscellaneous assignments as required

**HR Policy Development and Other Projects*** Research HR developments and monitor incoming legislation to understand whether amendments are required to existing HR policies or there is a future requirement for HR policy
* To co-ordinate with the People Centre, the wider HR Community and non HR stakeholders to determine any requirements for HR policy and process amendments
* To, review existing and develop and propose new HR and non HR policies in conjunction with relevant stakeholders (i.e. legal counsel, communications, subject matter experts, segment lead group), to meet with any legislative changes, for review and endorsement.
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| * To manage and develop all HR policy information resources for both the general employee population (Sodexo\_Net,) and HR community (SharePoint). This includes supporting the transition of non-UK areas of the business (i.e. Ireland) onto the general Sodexo\_Net system.
* To manage and coordinate the UK and Ireland European Works Council Group and subsequent activities
* To review and maintain the Company contracts of employment for all employee groups ensuring they are compliant and up to date
* To provide new contract templates as required to support the needs of the business
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| 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 of suspensions, to ensure suspension costs are kept minimal
* Awareness of current employment legislation, Company policy changes and segment specific knowledge
* Delivers projects to a high standard and within agreed timescales, with the buy in of all key stakeholders
* Policies and associated documents are communicated in a timely and effective manner
* 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.
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| 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 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
* Knowledge of Agenda for Change and other employee terms and conditions within a complex work environment

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | V2 | Date | May 2018  |
| Document Owner | ER Services Manager  |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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