

# Job Description: Employee Relations Manager

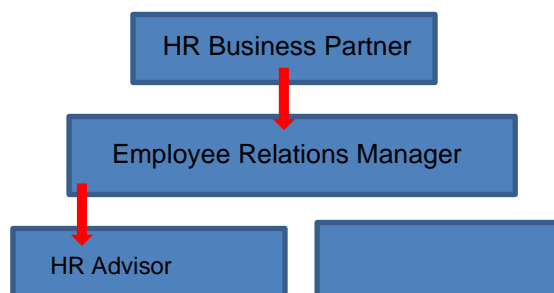
Function:	HR Healthcare UK & I
Job:	ER Manager
Position:	ER Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR Business Partner
Additional reporting line to:	
Position location:	Oxford Road Campus (ORC) - MFT

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

- To provide effective, professional and confidential employee relations support to the HR and wider management teams at Central Manchester University Hospitals (Oxford Road Campus).

## 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.

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

- Manage the HR advisory team in ensuring all queries relating to employee lifecycle, employee relations, compensation and benefits are handled effectively.
- Hold weekly review meetings with service managers to ensure effective systems in place to manage sickness absence processes and compliance.
- Ensure HR advisory team maintain up to date trackers relating to ER cases to enable feedback to senior management on trends.
- Attendance at HR meetings to provide appropriate support / advice on complex investigations, disciplinarys and ill health capability processes.
- Drafting of subsequent outcome letters to ER meetings.
- Be a point of contact for escalation and resolution of management concerns or grievances.

- Provide local support on complex ER matters and develop appropriate solutions. Build strong working relationships with local leadership and management team.
- Design and deliver coaching solutions to line managers on ER issues for improved handling of cases.
- Review service delivery and devise strategies to increase efficiencies and make improvements to HR service delivery.
- Be an advocate for Diversity and Inclusion and support all workstreams relating to this project.
- Involvement in site engagement channels, engagement meetings and projects relating to this workstream.
- Manage the HR administration and case management volumes, ensuring an efficient service is provided efficiently and consistently for all service areas.
- Support change projects including restructures and TUPE processes from informing unions to employee communications.
- Ensure a high-quality delivery of all monthly and annual HR events are delivered on time including monthly reporting packs, pay increments, PDR reviews, long service awards and employee engagement surveys.
- Work with Managers to identify resource needs across business to maintain/improve performance.
- Spot-check the effectiveness of pre-employment checks and on-boarding and drive compliance for RTW & DBS checks.
- Assist L&D Business Partners to conduct overall skills gap analysis in line with business and HR strategy to identify areas for learning development with L&D Business Partners.
- Attend all necessary meetings including managers meetings, joint HR meetings and JCC meetings.
- Drive efficiencies in relation to sickness management through regular audits and trend analysis.

**5. 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.

- To build trusting relationships with the HR team and other key members of the management team.
- To ensure effective management of workload, ensure tasks are completed in a timely manner.
- Be committed to providing a helpful, friendly and responsive support service.

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

- Line management experience within a HR function desirable.
- Exposure to heavily unionised environments desirable.
- SAP HR experience desirable.
- HR generalist experience and good understanding of all aspects of HR management – employee relations, employee engagement and change management processes.
- Strong stakeholder management skills.
- Strong facilitation and coaching skills.
- Strong understanding and respect for confidentiality.
- Self-motivated and self-starter with the ability to prioritise and schedule workload independently.
- Excellent relationship management and interpersonal skills.
- Excellent verbal and written communication skills.
- Excellent telephone manner.
- Competent in Microsoft Word and Outlook.
- Highly organised, detail-orientated and analytical.
- Maintains a professional conduct at all times.