

Job Description: ER Advisor



Function:	Human Resources
Position:	ER Advisor
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	ER Specialist
Additional reporting line to:	
Position location:	PeopleCentre, 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 absence management, probation, AWOL, flexible working, investigations, minor misconduct disciplinarys and TUPE

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			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.

- 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 absence management, probation, AWOL, flexible working, investigations, minor misconduct disciplinarys and TUPE
- Ensuring that Service Level Agreement (SLA) targets are met / exceeded in order to continually improve the level of customer service and to support the business

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 the HR Services Team, ensuring query resolution is captured on the CSM system and service requests are closed in line with time-frames
- Provide guidance to line managers on how to manage potential ER issues at the informal stage prior to any formal action and necessary follow on actions
- Provide practical advice and guidance to line managers on how to manage formal ER issues in line with the Company policy. This will mainly be advising up to first and final written warning on low risk ER cases, with any dismissals being approved by ER Specialist/ ER Services Manager before providing advice to Managers
- 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 the Senior ER Advisors,, ensuring invite and outcome letters are accurate, and are checked by the Senior ER Advisor
- Proactively monitor cases, 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
- Provide Sodexo Legal with case file coordination relevant to Employment Tribunals, within agreed time-frames
- Work collaboratively with HR Services to ensure all emails are converted in CSM and allocated to the appropriate team. 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, team meetings, 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
- Provide a helpful, highly responsive, efficient and effective administrative support service in relation to all TUPE activity ensuring that Service Level Agreement (SLA) targets are met / exceeded in order to continually improve the level of customer service and to support the business during change
- Produce due diligence data as required and within agreed timescales
- Letter production as required to support TUPE activity
- Provide administrative support for bulk employee communications including preparation and collation of TUPE welcome packs, and updating the TUPE recharge log accordingly
- Liaise with Payroll and other departments to support TUPE transfer activity
- Seek support from the TUPE Lead and ER Specialist in relation to complex TUPE queries and escalate any potential issues to the ER Services Manager as required
- Attend TUPE meetings for complex TUPE cases as and when required
- Maintain TUPE information on tracking documents and also utilise CSM to ensure all cases are logged.
- Support the transfer in/out of all employee records in relation to TUPE, acquisition and transfer out activity.
- Provide mobilisation support to new business managers and support with change projects
- Identify better ways of working for the team to the ER Specialists

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 providing 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 PeopleCentre timeframes
- 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.
- TUPE activity is delivered in both an accurate and timely manner in line with service requests and agreed deadlines- SLAs met
- Customer queries and requests are responded to efficiently, accurately and in accordance with HR/ ER Service Centre standards
- All agreed TUPE / transfer deadlines and timescales are met.
- Attention to detail is paid to all documentation produced, ensuring all TUPE administration is accurate and quality checked before distribution in line with the quality standards and approved ways of working
- TUPE Data will be inputted accurately into HR Systems and checked for accuracy.
- 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
- Experience of working on TUPE processes
- 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. The ability to write a clear, understandable and concise manner with excellent attention to detail and an excellent telephone manner
- Ability to meet deadlines under pressure
- 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
- Strong understanding and respect for confidentiality
- Good working knowledge of current employment legislation and its application in the workplace
- Understanding of regulatory bodies, governing policies and their impact to ER issues
- Proficient user of Microsoft Office programmes – strong excel skills
- 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
- Knowledge of Agenda for Change

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
- Business Consulting
- 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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