

# Job Description: Employee Relations Project Manager



Function:	Transversal Functions HR
Position:	Employee Relations Project Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR Services Manager
Additional reporting line to:	
Position location:	PeopleCentre, Salford

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

- Lead the delivery of the consultation process for the project
- Manage the team responsible for the provision of an HR administration and HR Helpdesk query handling service for customers which is responsive, efficient and customer focused as part of the Project
- Provide accurate and timely status reports to key stakeholders
- Escalate issues and work with relevant parties to propose solutions

## 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.

HR Services Manager

Employee Relations Project  
Manager

Data Administration Assistants

**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.

- Liaise with the project team, managers, HRBPs and other key stakeholders during the consultation process
- Ensure that data required to support the consultation process is managed between all parties
- Timelines are adhered to and concerns and issues are escalated in a timely manner to seek resolution
- Provide ER advice and guidance to the business as required during the programme
- Work closely with ER, policy and legal teams to ensure legal compliance and to manage risk
- Customer queries and requests are responded to efficiently, accurately and in accordance with the programme standards
- Attention to detail is paid to information captured and all documentation produced, ensuring all HR administration is accurate and quality checked before distribution
- Data will be inputted accurately into trackers and systems
- Document capture and storage solution implemented
- 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.

- Lead and manage the delivery of the consultation process for the project in accordance with the defined phases
- Lead the management of the data share between sites and the central team including liaising with sites and managers to ensure that responses are received in accordance with defined timescales
- Provide advice and guidance to the business and programme as appropriate to support the consultation delivery ensuring legal compliance
- Managing the collation of responses and updating trackers
- Production of reports to demonstrate progress which can be shared with the programme
- Escalation of issues to the HR Service Manager and programme
- Production of letters, mail merge and delivery
- Review and extract of responses received through tools such as Microsoft Forms
- Query support during the consultation process, using programme materials such as FAQs
- Seek support from Subject Matter Experts with complex queries

*Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.*

**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.

- Management of process and team
- Deliver to KPIs
- Customer focused service

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

**Essential**

- Good understanding of HR processes, policies and procedures
- Line management capability
- Strong working knowledge of current employment legislation and its application in the workplace
- Excellent organisation skills with a demonstrated ability to work under pressure and manage a busy schedule
- Customer service focused and committed to providing a helpful, friendly, responsive HR service
- Awareness of goals and standards, with ability to follow tasks through to ensure quality and programme standards are met
- Well organised with ability to work accurately to tight deadlines
- Strong understanding and respect for confidentiality
- Good verbal and written communication skills including an excellent telephone manner
- Proficient user of HR Systems and Microsoft office programmes

**Desirable**

- Experience of working within a Shared Service environment or busy modern HR department
- CIPD qualified

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ HR Service Delivery
■ Rigorous management of results	■ Leadership and People Management
■ Brand Notoriety	
■ Innovation and Change	
■ Employee Engagement	

**9. Management Approval** – To be completed by document owner

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Document Owner	Fauzia Chaudhry		