**Job Description**

**NHS Professionals Limited**

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| Job Title: Employee Relations Advisor  |
| **Grade:** L2 |
| **Location**: Hemel Hempstead  |

**Role:**

* To support the HR Manager / Senior HR Advisor on a day-to-day basis by providing a comprehensive, knowledge based high quality advisory service on HR related issues to NHS Professionals Managers for Bank Members.
* Ensure best practice Human Resources Management techniques are adhered to for Bank Members and is consistent within the organisation.
* Management of Clinical and Non-Clinical Complaints/Incidents which require investigation.

**Organisational Structure**

**Key Responsibilities**

To provide NHS Professional’s managers and supervisors with a knowledgeable and efficient best-practice Human Resources advisory and support service for Bank Members by:

* Providing advice on the application of and adherence to all statutory and contractual Human Resources legislation, policies and procedures in relation to Bank Members.
* Supporting the HR Manager / Senior HR Advisor in analysing complex HR casework in relation to disciplinary action, grievance issues, assessing and recommending appropriate courses of action to ensure the effective resolution of issues.
* Supporting and advising the clinical governance team on complex clinical investigations from an ER perspective ensuring best practice is maintained.
* Organise, schedule and participate in investigation meetings, disciplinary, grievance and appeal hearings.
* Produce comprehensive factual investigation reports and draft appropriate response and outcome letters to both Bank Members and Client Trusts
* Support Line Managers to prepare for investigation, hearings, appeals and ensure that the documents are robust and appropriate to defend NHS Professionals position seeking guidance and advice from Employee Relations Manager as required.
* Prepare Management Investigation reports for own cases, review and provides advice to the Clinical Governance Team on Clinical investigations.
* Provide support and guidance for panel member/s of hearings (including appeals) ensuring adherence to procedure. Including attending and chairing meetings as required for both Bank Member HR and Corporate HR.
* To advise and provide guidance on all terms and conditions and Employee Relations policies and procedures seeking support when required.
* Identifies and manages cases that require formal action that may require disciplinary hearing and referral to relevant statutory bodies included but not limited to The disclosure and barring service, the Police, LADO and another relevant organisation .
* Manages portfolio of DBS cases and presents cases file to the Risk Assessment Panel at weekly meetings.
* Work with HR Projects team to manage Change Management and TUPE projects providing advice and support in line with legislation and policies.
* To participate and lead in projects agreed by the HR management team to improve the delivery of service.
* Work with Client Relationship Team to support Client Trusts.
* Undertake and assist with any necessary audits and statutory requirements.
* Attend meetings nationally as required to attend hearings, training for managers and to provide updates on processes.
* Work closely with the HR Teams, Payroll, System Service Delivery teams and other relevant teams in NHS Professionals to ensure a seamless service to the business.
* Work on ad hoc projects as required and directed by HR Manager.
* Work closely with HR Assistants/ Apprentices providing support with employee relations administration as required.
* Identifying and supporting bank members with Occupational Health issues and making referrals where required.
* Build and maintain effective working relationships with key stakeholders across the business.

5. **Operational Responsibilities**

* Assist Senior HR Advisor in providing HR support/advice on Trust implementation TUPE issues and other contractual agreements.
* Maintain HR database systems and producing reports to support business activity as and when required.
* Assisting NHS Professionals Managers and supervisors in the analysis and interpretation of key statistical staffing indicators for bank members
* Undertake research to keep updated of and interpret employment legislation, developing and implementing Human Resources policies and procedures.
* Assist bank members with Occupational Health support and assessing reasonable adjustments with our Client Trusts

6. **Resource Management:**

* Deputise for the Senior HR Advisor as and when required.
* Advise NHS Professional’s managers in the retention and release of bank members.

**7. Communications:**

* Communicate effectively with customers, colleagues, NHS Professionals staff ensuring that appropriate lines of communication.
* Provide support and advice to bank members on all matters relating to terms and conditions.
* Maintain effective working relationships with Clients (Internal and External) and bank members.
* Build and maintain good working relationships with Client Trusts through attendance at relevant complaints and safeguarding/strategy review meetings.
* Handle and store confidential information in line data protection legislation.
* Maintain accurate data
* Empathise when dealing with individuals who may have barriers to understanding.

**Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

* **Equality and Diversity**

To act in accordance with NHS Professional’s Equality and Diversity Policy, this is designed to prevent discrimination of any kind.

* + **Health and Safety**

Ensure that all duties are carried out in line with NHS Professional’s Health and Safety Policy.

* + - **Corporate Image**

Adopt a professional image at all times.

* **Risk Management**

Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)

Responsibility for attending health and safety training as required.

Responsibility for assisting with risk assessments.

* **Scheme of Delegation**

To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:** This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

**Acceptance:**

I agree to undertake the duties of the job in accordance with the above:

###### Signed: .…………………………………………..… (Job Holder) Name: ………………………………………………

Date: ……………….

Signed: …………………………………………… (Line Manager) Name: ……………………………………………...

Date: ………………

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| **PERSON SPECIFICATION** |
| **Criteria:** | ESSENTIAL***(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)*** | HOW IDENTIFIED**A / C / I / P/ R / T** | DESIRABLE***(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed*)** | HOW IDENTIFIED**A / C / I / P / R / T** |
| Qualifications and Knowledge: | * **Graduate membership of CIPD.**
* **Willingness to attend suitable training courses.**
 | A and I |  | C |
| Experience: | * **Extensive experience in an operational HR role**
* **Experience of providing advice & guidance on employment law & HR issues.**
* **Representation at departmental and external meetings.**
 | A and I | * Experience of working as part of a team to deliver required objectives within specified timescales
* Experience of providing an HR service in the NHS
* Experience within a large complex organisation
* Call Centre HR experience
 | A and I |
| Communication and People Skills: | * **Interpersonal, negotiating, written and verbal communication skills.**
* **Ability to effectively communicate complex detailed information**
* **Ability to negotiate with people using tact and discretion.**
 | I | * Ability to use internal communications channels effectively
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| Organisational Skills: | * **Flexible, excellent time management skills**
* **Strong organizational skills**
* **Able to deal with changing volumes of workloads**
 | I | * Able to work remotely in a team
* Experience of organising HR activities in a national setting
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| Specialist Knowledge/ Skills: | * **Able to present information in a logical & practical manner**
* **Employment Law and best practice in Human Resource Management**
* **Ability to manage a number of projects simultaneously**
* **Research, analysis and interpretation**
* **Proficient in the use of Microsoft Office packages**
* **Able to use own initiative**
* **Articulate and sensitive**
* **Prepared to travel nationally**
* **Confidential and pro-active approach to work**
* **Ability to prepare and report on sensitive and complex information as required**
 | A and I | * Equality and Diversity including Positive Action
 | A, I and T |
| Physical Skills: | * **Must be able to pass pre-employment assessment.**
 | P |  |  |
| Equality: | * **Candidates should indicate an acceptance of and commitment to the principles underlying NHSP’s Equality and Diversity and Health and Safety Policies.**
 | I |  |  |

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation