

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all

JOB DETAILS

Job Title	Senior Employee Relations (and Projects) Manager
Reports to	Head of Employee Relations
Band	8A
Department/Directorate	Human Resources

JOB PURPOSE

To support the Senior Strategic HR Team to embed the strategic workforce and organisational development agenda as it relates to ER.

To manage and direct the workflow and processes within the wider ER Team supporting the workforce with complex and sometimes highly complex queries with their service needs.

To manage key performance targets relating to areas of responsibility ensuring targets are met.

The post holder will lead on designated Trust-wide HR activities as agreed with the Head of Employee Relations and in line with the corporate strategy.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Employee Relations; HR Policy Development, Projects.

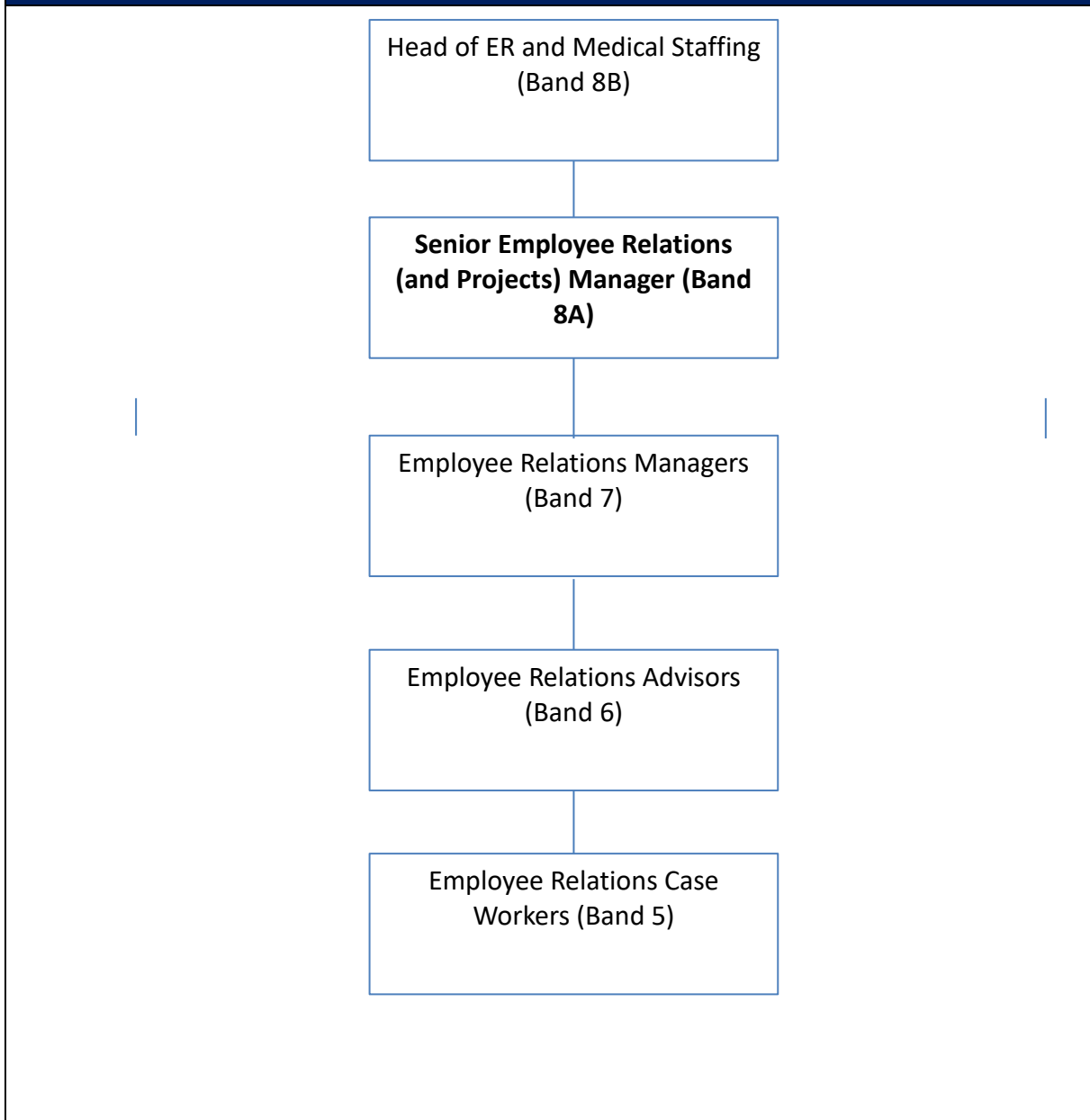
No. of Staff: 15

The post holder will be expected to manage a number of staff across the Employee Relation Team.

The post holder will need to forge effective working relationships with stakeholders at all levels. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
Human Resource staff Occupational Health Department Divisional Directors, Divisional Business Partners & Directorate Managers Support Function Senior Leaders Executive Directors Trust Board Clinical Directors and medical staff	Health & Social Care Partners across the South West and other External Agencies (e.g.ERSG; External Clients (eg: Active Devon, CAB, Local H&WB and ED&I contacts) Trade Union Regional Officers

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES, KNOWLEDGE & SKILLS

To have day to day responsibility for the provision and management of a first-class business focused professional HR advisory service with specific management responsibility for Employee Relations.

To proactively scan and forecast national and regional future HR legislative and workforce related changes and interpret and translate the implications for the Trust.

Lead on the implementation of changes through the divisional and support functions.

To work with senior stakeholders to drive the application of best practice to embed good employee relations practice and HR policies and processes that create and add value to the delivery of patient care and overall performance of the Trust.

Highly specialist knowledge and expertise of HR acquired through a post grad qualification or in-depth experience of HR topics.

Responsible for developing a team of competent HR professionals to enable a positive employee relations culture to develop.

To interpret and provide complex advice/guidance and sometimes highly complex advice/guidance to managers on multiple staff terms and conditions of service, Trust policies and national guidelines across a wide range of employment issues.

To lead on strategic, trust-wide ER related projects, and be responsible for the achievement of desired outcomes and benefits within required timescales.

COMMUNICATION/RELATIONSHIP SKILLS

Requirement to communicate sensitive/highly sensitive, complex/highly complex information to individuals and groups both internally and externally to the Trust. E.g. Employee Relations, presentations on complex HR issues.

Where appropriate, supporting clinicians and managers by providing specialist advice on capability or conduct issues including emotive and sensitive issues that may arise in accordance with HR best practice, employment legislation and Trust and national policy and procedures.

Support Senior Managers and members of the HR team through complex employment matters, case work and formal meetings including disciplinary, performance, and attendance where there are various and/or conflicting options.

Provide expert advice and specialist knowledge on the interpretation and application of the Agenda for Change terms and conditions of service to ensure the Trust is compliant with the terms where precedent has not been established.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements involving complex/highly complex facts or situations which require analysis, interpretation and assessment of sometimes conflicting options. Investigations and assessment of serious disciplinary cases including Medical staff.

Analyse, understand and share performance metrics to identify patterns and trends and use these to influence workforce strategy and delivery.

Promptly identify risks to the organisation in relation to HR activity and take appropriate action to reduce risk. Scrutinising workforce data and identifying sickness management issues requiring address.

To horizon scan and assess workforce data to identify strategic review and actions to address workforce concerns.

PLANNING/ORGANISATIONAL SKILLS

Plans and implements a broad range of complex activities including HR strategies and ER related projects dictated by both local and national direction and which impact on staff across the whole organisation.

Capacity planning on impact of national programmes to be adopted by Trust and ensure appropriately resourced.

PHYSICAL SKILLS AND MENTAL EFFORT

Standard keyboard skills required.

Occasional exposure to highly distressing or highly emotional circumstances such as participation in Employment Tribunals or LADO safeguarding meetings.

PATIENT/CLIENT CARE

Incidental contact only.

POLICY/SERVICE DEVELOPMENT

To interpret, influence and drive HR policy and employee relations practice.

To take the lead on the most difficult and complex casework enabling the Trust's corporate aims and objectives to be achieved.

To ensure that HR and the Trust are compliant with good employment practice within a framework of national NHS terms and conditions, local policies and procedures and the requirements of employment legislation.

Contribute to the development of corporate HR policy and practice.

To lead on specific ER related policy and service development projects, and be responsible for the achievement of desired outcomes and benefits within required timescales.

FINANCIAL/PHYSICAL RESOURCES

Ensure that the service area is operated within IR35 rules, Standards Orders, Standing Financial Instructions and appropriate rules and codes of conduct and procedure.

Authorised signatory for ER Team.

Mainly desk based. Requirement to visit staff throughout the organisation in acute and community settings.

HUMAN RESOURCES

Responsible for recruitment, selection and development of all Band 7 staff within the team including PDR completion, mandatory training, absence management, disciplinary and grievance procedures.

In conjunction with senior HR colleagues, lead on management of organisation change and consultation process within the HR department.

Foster a positive climate of employee relations within the Trust, supporting and coaching managers to ensure a consistent approach in line with good working practice, current employment law and employee relations.

Work closely with union and professional bodies to identify employment issues and take appropriate action.

Undertake own CPD activity to maintain and develop further leadership and management competencies.

Participate in Trust PDR/PDP programme as both Appraiser and Appraisee.

Undertake appropriate coaching, mentoring, training and development activities with Trust staff.

Ensure appropriate communication and staff involvement structures are in place for all team staff.

Support whole Team's Health and Wellbeing and champion H&W agenda within the Team and more widely to other stakeholders.

INFORMATION RESOURCES

Liaise with the software provider on changes to the ER Tracking system, generating reports for analysis and inclusion in Trust Board reports.

To ensure audit for data accuracy are undertaken and to utilise management information in order to improve organisation performance.

To ensure the efficient operation of HR information and data systems ensuring that information is fit for purpose, accurate and is maintained at all times.

To work collaboratively with all stakeholders to ensure that technical systems are adapted appropriately to provide high quality, bespoke data to departments in respect of ER.

Completion of FOI's.

To ensure there is a system for effectively managing complaints within the team.

RESEARCH AND DEVELOPMENT

Research of ER Topics, participation in surveys and audits.

FREEDOM TO ACT

Guided by National NHS Employers strategies and policies and procedures. Required to interpret and determine how best to adopt and achieve within the Trust setting. Significant discretion to work within defined parameters.

To contribute to corporate policy-making, promote and support policy decisions both internally and externally.

To ensure the implementation of all Trust policies, procedures and guidelines within the team.

OTHER RESPONSIBILITIES

Undertake specific project work under the direction of the Head of Employee Relations.

To represent the Trust in working with other agencies both inside and external to the NHS.

Regularly attend Management meetings including: Comms Cell, Divisional Management Meetings.

To keep up to date with current employment legislation and local and national NHS policy in order to remain competent.

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

To contribute to and work within a safe working environment.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST: SENIOR EMPLOYEE RELATIONS MANAGER

BAND: 8A

REQUIREMENTS	At Recruitment	At PDR
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<u>QUALIFICATIONS / TRAINING</u>		
Degree level education	E	E
Chartered CIPD Qualification at Level 7 or equivalent qualification	E	E
experience	E	E
Post graduate Management qualification or equivalent relevant experience		
<u>KNOWLEDGE / SKILLS</u>		
Through understanding of Employment Law and Equality legislation and experience of working with a diverse workforce.	E	E
Good knowledge of national NHS Agenda for Change Terms and Conditions and Medical and Dental Terms and Conditions	E	E
Ability to analyse, interpret and apply terms and conditions of employment	E	E
Ability to advise on a range of employment issues		
Ability to problem solve, sound judgement and decision making	E	E
Excellent verbal and written communication skills	E	E
Excellent interpersonal skills to enable effective communication with all staff on a wide range of employment issues and in potentially sensitive situations.	E	E
Ability to prioritise and manage workload (own and team) effectively	E	E
IT literate with ability to produce reports and spread sheets	E	E
Ability to undertake policy development	E	E
Ability to manage and develop database/system to meet service needs	E	E
Knowledge of NHS job evaluation scheme	D	E

<u>EXPERIENCE</u>		
Significant experience within an HR environment (including employment relations/caseload)	E	E
Previous Supervisory/management experience	E	E
Experience of recruitment processes, interviewing and selection techniques/methods	E	E
Experience of professional registration and working status approval processes and legislation, including DBS clearance.	E	E
Developing policies and practices including operating procedures	E	E

<u>PERSONAL ATTRIBUTES</u>		
Enthusiastic, energetic and able to inspire and motivate others	E	E
Ability to organise, prioritise and manage a busy workload	E	E
Goal orientated and gives clear, firm direction but manages people with sensitivity and courtesy	E	E
Able to work in a team-culture, both being part of a team and leading one	E	E
Demonstrates good communication within the Department and to 'customers' outside	E	E
Customer-focused, recognising that the quality of service provided	E	E

determines the success of the Department		
Ability to remain calm under pressure	E	E
<u>OTHER REQUIREMENTS:</u>		
Willing and able to attend occasional evening meetings and to attend meetings across the region	E	<u>E</u>

* Essential/Desirable

	FREQUENCY
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		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)					Y
Heavy manual handling (>10kg)	N				
Driving			Y		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort			Y		
Mental Effort					Y
Emotional Effort			Y		
Working in isolation	N				
Challenging behaviour			Y		

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learning is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	<input type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
	Group 2	<input type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
	Group 3	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the nhs code of practice	<input type="checkbox"/>
	Group 4	<input type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
	Group 5	<input type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
	Group 6	<input type="checkbox"/>				Control & Restraint Annual	<input type="checkbox"/>
Not mapped this one		<input type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	Group 8	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>		
Manual Handling – Two Year		<input checked="" type="checkbox"/>	Falls, slips, trips & falls	Patients	<input type="checkbox"/>		
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		Staff/Others	<input type="checkbox"/>		
Fire	Annual	<input type="checkbox"/>	Investigations of incidents, complaints and claims		<input type="checkbox"/>		
	Two Yearly	<input type="checkbox"/>	Conflict Resolution – 3 yearly		<input type="checkbox"/>		
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>	Waterlow		<input type="checkbox"/>		
	One-Off requirement	<input type="checkbox"/>	PUCLAS		<input type="checkbox"/>		
Information Governance		<input checked="" type="checkbox"/>	Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Application principles for housekeeping	<input type="checkbox"/>		
				Application principles for portering and waste	<input type="checkbox"/>		

APPENDIX 22

STRUCTURE CHANGE JUSTIFICATION FORM FOR NEW JOBS

Division/Directorate & Specialty:	Human Resources/People Directorate
Line Manager's Name:	Victoria Legon-Taylor
Approved structure:	
Revision to structure being proposed:	Introduction of permanent Senior Employee Relations Manager post

Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.

How does this revised structure compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes:
Explain why this structure change is required, and how this has come about:
Existing post-holders have been in this role on a Fixed Term basis only. This Senior ER Manager post is now approved within the ER Structure on a permanent basis. The permanent roles will be recruited to through an internal recruitment process. No formal Job Description existed for this post when it was recruited to on a FTC basis.
Have any other options been considered? If so what?
Describe impact if this decision is not supported:
The Band 8A role has overall day to day responsibility for: the ER Team and the delivery of Trust wide objectives; Manages and directs workflow and processes within the Team; Line manages Band 7s; Has responsibility for complaints; Case supervision; FOI's; Represents the ER Team at Trust wide meetings. If not approved, significant pressures will be placed on the rest of the Senior HR Team. Impact on management of ER casework and Trust-wide projects. Unable to adequately lead on Employment Tribunal cases, impact on other trust-wide projects. Increased risk to service provision.

Any other information to support this application:		
Manager's Signature:	Print Name:	Date:
	Victoria Legon-Taylor	26 th Nov 2020
Divisional Director Signature:	Print Name:	Date:
Chief Operating Officer Signature:	Print Name:	Date: