



HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	Employee Relations Officer
DEPARTMENT:	Human Resources
RESPONSIBLE TO:	Employee Relations Manager
RESPONSIBLE FOR:	No line management responsibility
BASED AT:	Hightown House

JOB CONTEXT

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire, Berkshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 8,000 homes and employ over 1,000 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £100 million and a development programme that will deliver around 450 new affordable homes each year.

Hightown Homes

Once our houses are built, they are let to people who cannot afford to buy or rent at full market values. The majority of our properties are offered to people on local authority housing lists to rent. We also manage homes to let at intermediate rents, for people saving for a deposit, and shared ownership homes, which help people make their first step on the housing ladder.

Hightown Support

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness and women who have survived Domestic Violence.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

OVERVIEW

To provide a high quality, efficient Employee Relations service which is customer focused, advising on a range of ER issues including absence, flexible working, capability, probation, as well as providing support to projects and the ER Manager and Head of HR.

KEY RESPONSIBILITIES

Employee Relations

1. To provide employment law and HR advice to managers dealing with Employee Relations matters including absence, flexible working, capability, probation, and other ER issues, at both informal and formal stages.
2. Manage and respond to general HR enquires received via telephone and email, including managing, responding to and distributing emails from the HR Support inbox, escalating any issues where necessary to the Employee Relations Manager.
3. To support on a range of organisation-wide projects and initiatives under the supervision of the ER Manager and Head of HR from the project plan stage through to implementation and evaluation.
4. To identify and make necessary amendments to policies, procedures and guidance following legislation and best practice.
5. Maintain all ER records on the Business Management system and any supporting spreadsheets and databases.
6. Prepare Employee Relations and Employment Tribunal case bundles and photocopy them for all parties.
7. To create managers bite-size guidance based on best-practice, organisational and legislative information.
8. Review and provide comments on suggested updates to HR policies in order to ensure the Association complies with statutory requirements.
9. Prepare letter templates for required policies, OH referrals and individual Employee Relations cases.
10. Prepare TUPE due diligence information for transfers in and out of Hightown by obtaining information, completing required spreadsheets and liaising with relevant departments.
11. Act as secretary for the Staff Forum which includes jointly organising the agenda, taking the minutes and distributing them to required attendees.

Attendance Management

12. To manage and advise employees and managers on employee attendance, ensuring compliance with policy, legislation and best practice.
13. To provide advice, review draft questions and on occasion attend sickness absence review meetings where appropriate.
14. Review and provide advice on draft outcome letters and reports in line with best practice and Hightown's policy to support management.

15. Manage the administration of Occupational Health (OH) referrals, including collating and reviewing consent forms, reviewing and advising on OH referral forms and relevant questions to be included, liaising with the relevant OH provider, distributing OH reports and advising managers on reasonable adjustments for employees.
16. Work with the Employee Relations Manager to develop ways to improve sickness absence rates.
17. Prepare monthly sickness absence reports for the Employee Relations Manager to present to Heads and C&SH Director.

Reporting and Administration

18. Prepare data for the annual Diversity report.
19. Provide any Administration support required for referrals to external agencies (Disclosure Barring Service / Quality Care Commission).
20. Process all ER invoices, create and deliver purchase orders.
21. To administer & respond to all ER related Subject Access Requests, logging the requests and working in conjunction with the Governance team.
22. Keep up to date on employment legislation changes and case law updates relevant to the role.
23. General filing and scanning documents to online storage system.

Workflows

24. Manage the workflow of flexible working applications, ensuring these are completed within legislative timelines, attending meetings where necessary, advising managers and drafting outcome letters for review.
25. Monitor the conversation of concern workflow, liaising with managers as and when these are due to expire and to give advice where required.
26. Manage all absence workflows relating to trigger, monitoring and Bradford Factor, liaising with managers and providing consistent advice to monitor sickness absence and highlight concerns to higher management where cases are not progressing.

Expectations of post holder:

1. Use a variety of software packages such as Microsoft Word, Outlook, PowerPoint, Excel, Business Manager and workflows to produce correspondence, reports and documents.
2. Where necessary, provide support to colleagues in the wider HR team.
3. To maintain strict levels of confidentiality about sensitive personal and business information.
4. The job holder is required to participate in the review of this job description to ensure that it relates to the job being performed

5. Any other reasonable duties consistent with the responsibilities of this post as agreed with the line manager.

PERSON SPECIFICATION

Qualifications	Essential	Desirable
NVQ/Diploma in Human Resources; or a business equivalent qualification	√	
Associate member of the CIPD		√
Knowledge		
Knowledge of Human Resource Management relating to employee relations	√	
Understanding of and commitment to equal opportunities	√	
Intermediate user of Microsoft Office packages such as Word, Excel and PowerPoint	√	
Excellent customer focused telephone manner, able to deal with queries and complaints calmly and in a timely manner	√	
Experience		
Previous experience working in a HR setting, with experience of providing advice and support to employees and managers.	√	
Understanding of and commitment to undertake continuous professional development (CPD).	√	
Skills/Behaviours		
To have excellent working relationships with managers, employees and other HR stakeholders, internal and external to ensure collaborative working across the wider HR team & with departments.	√	
To be able to work independently and be confident in providing advice on a wide range of ER issues	√	
Highly organised with the ability to prioritise and work to tight deadlines with conflicting priorities	√	
Able to show initiative and seek out new ideas and ways of working in line with legislation and best practice	√	
Able to listen and accurately record minutes	√	
Attention to detail and ability to analyse data	√	
Excellent verbal and written communication	√	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service	√	
Treat people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances	√	