

Job Title:	Employee Relations Advisor	Directorate / Department:	HR & Development
Reports To Manager:	HR Operations Manager	Job Family:	Support & Professional
Date:	July 2020	Band:	5

Purpose: Deliver a balanced employees relations case management advisory service to leaders across the organisation which reflects the organisational values and assesses and manages risk effectively and is responsive to business needs

Responsibilities	Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> • Deliver specialist advice on cases across the employee & volunteer lifecycle, through advising, supporting and coaching leaders • Provide advice and manage cases in line with SLA's • Prioritise cases and determine best approach in line with organisational policy and procedures and legislation • Monitor the effectiveness of HR policies & procedures and their application across the organisation and input into their continuous improvement • Provide advice to leaders that manages risk and drives end results which are fair, commercially sound and in line with PDSA values • Maintain up to date and accurate records of case management and advice provided • Escalate trends identified and high risk cases to HR Operations • Support and coach HRSS team to facilitate knowledge and growth and ensure consistent ER approach • Continuous research to keep up to date with legislation changes, industry developments and trends to ensure and make recommendations on the relevant approach • Compliance with all PDSA policies and procedures 	<ul style="list-style-type: none"> • ER & volunteer casework SLA's and KPI's • Employment tribunals • Employee/ volunteer engagement results • Generation of insight to improve performance 	<ul style="list-style-type: none"> • Head and Heart • Better together • Passion with purpose • Leading effectively • Planning and organising • Acting commercially
	Dimensions <ul style="list-style-type: none"> • Direct Reports: None • Indirect Report: None • Internal Contacts: HRSS team, all levels of leadership, both in Head Office and throughout the veterinary and retail teams • External Contacts: Occupational Health provider, HR professionals, 	Role-specific knowledge & skills Essential <ul style="list-style-type: none"> • Case management experience and strong ER knowledge • Ability to influence and provide challenge at all levels based on ER Knowledge and case management experience • Strong attention to detail and accuracy • Strong verbal and written communication skills • Ability to work autonomously and effectively manage and prioritise own workload Desirable <ul style="list-style-type: none"> • CIPD Qualified or other relevant qualification
Approved By: HR Shared Services Manager	Date: July 2020	