

## THE ROYAL BRITISH LEGION

**Job Title:** Employee Relations Coordinator

**DBS:** Not Applicable

**Reporting to:** Employee Relations Supervisor

**Role Profile:** Hub Worker (To attend Haig House London Office 2 days per week)

### Role Purpose:

This role is responsible for the co-ordination and administration of tasks related to Employee Relations (ER) service (e.g. grievance, absence, performance policies and procedures) and change proposals.

### Key Responsibilities:

- Support the Employee Relations Team with note taking in meetings.
- Triage the ER Inbox and direct or escalate to the appropriate person/team.
- Provide administrative support to the Employee Relations team, including scheduling meetings, preparing documentation, and managing correspondence. Ensuring all correspondence is sent out in a timely manner and legally compliant.
- Work in partnership with People Admin, People Systems and Payroll for the delivery of an effective ER service.
- In conjunction with the Employee Relations Advisors, maintain accurate and up-to-date records of ER cases on the appropriate people systems.
- Assist in the delivery of training programmes related to employee relations, and policies.
- Administer referrals to Occupational Health under the guidance of the ER Advisors.
- Assist Managers with the administration in relation to Family Friendly Policies.
- Stay up to date with employment laws and regulations to assist with ensuring compliance.
- Produce documents such as absence reports and KPI reports as required.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

**GENERAL**

- To live The Royal British Legion’s shared values (Service; Collaboration; Passion; Excellence; Valuing our people) in the way you work and engage with others - the fundamental beliefs and qualities of who we are and what we do.
- To be responsible for your own health and safety and that of your colleagues, enacting Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it.
- To uphold the requirements of the General Data Protection Regulations and Data Protection Act 2018.
- To maintain required levels of confidentiality regarding information that you come to possess in the course of your work which is commercially or personally sensitive.
- To be inclusive and equitable in your treatment of any parties you engage with through your duties, upholding RBL’s Diversity & Inclusion policy and ensuring that we act as an equal opportunities employer and in accordance with the Equality Act (2010).

**PERSON SPECIFICATION**

CRITERIA	ESSENTIAL/ DESIRABLE	HOW IT WILL BE MEASURED
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Proven experience in a People/HR administrative role	E	Interview/Application
Experience of drafting standard People/HR related documentation	E	Interview/Application
Experience of providing internal customer service within a support function	E	Interview/Application
Proven experience of using HRIS and People databases	E	Interview/Application
Experience of data analysis and evaluation	D	Interview
<b>SHARED VALUES AND BEHAVIOURS</b>		
<p><b>Service</b> We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p> <p><b>Collaboration</b> We value working together and with partners to achieve shared goals. Through effective communication and support, we build trust with each other and treat everyone with respect and honesty.</p>	E	<p>Interview</p> <p>Interview</p>

