Employee Relations Consultant
HR Services for Schools
£33,437 - £41,025
Woodcock Street, Aston, Birmingham
Working 36.5 hours per week

An exceptional opportunity has arisen for experienced Employee Relations professionals to join a highly successful traded HR service supporting Schools and Academies across Birmingham and the surrounding areas.

You will have ideally worked in a senior employee relations role managing a heavy and diverse ER caseload. You will be able to apply sound UK employment law knowledge and judgement to complex and sensitive casework.

High standards of customer service are essential in order to maintain and grow the business in an increasingly competitive environment. You will be able to adopt a highly commercial approach when supporting schools to deliver the best outcomes for the children and young people of Birmingham.

You will be expected to influence and challenge a paying customer base. It is therefore essential you have demonstrable experience of managing customer expectations and, in some cases, managing a customer’s disappointment.

You will be able to quickly establish and build a good rapport with all key stakeholders including school leadership teams, governors, senior LA officers and city wide teaching and non-teaching trade unions and professional associations.

Key responsibilities of the role include: advising on complex ER cases in a school setting, providing technical support to panels, income generating activities including training delivery and seminars on HR related matters and providing coaching, support and challenge to Head Teachers, governors and managers.

You must have a good understanding of UK employment law; CIPD or equivalent qualification/experience and advising on complex casework in challenging situations. TUPE experience and/or managing restructures is essential. Knowledge of School Staffing Regulation and School Governance Regulations is desirable.

As part of a traded service you will also be required to generate an annual income and this will be incorporated into your performance management objectives.

You will be based at Woodcock Street and will be required to travel in and around Birmingham and the surrounding areas and undertake occasional evening work supporting the school leadership team with case hearings/meetings and the delivery of training.

A working week of 36.5 hours with autonomous working arrangements. Benefits include a generous pension scheme, 29 days annual leave increasing with service and annual leave purchase scheme, re-imbursement for mileage and Birmingham Rewards Scheme.

Ref: EC4812017

Closing Date: 21 December 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
The Strategic Services Directorate

Role Description

Job Title: ER Consultant

Grade: GR 5

Division: Human Resources

Section: Schools HR

1. Job Purpose

1.1 To deliver high quality and consistent HR / ER Services; HR services includes all aspects of Supporting People Management which involves organisational development and learning as well as workforce planning processes and projects.

1.2 ER Services includes supporting disciplinary, grievance, redundancy and attendance management and working as an integral part of and being an effective member of the HR service delivery model and within the Schools HR team.

1.3 To undertake project based activities in accordance with agreed priorities.

1.4 This is a generic job description and person specification and the specific role profile provides further details regarding duties and responsibilities for the ER Consultant and outlines the level and nature of the accountabilities and tasks.

1.5 The post holder may be assigned to a particular HR service or project team within schools or corporate HR as necessary.

1.6 Post holders will be deployed in a range of operational and strategic areas of HR both to support their own development and to meet the changing needs of schools and the organisation.

2. Duties and Responsibilities

2.1 To carry out a range of projects and casework in line with the schools HR priorities and as agreed by your line manager.

2.2 To manage a project or tasks under a project to achieve objectives; this will involve project planning, risk management, resource allocation, execution control, quality management, issues management, defect prevention and project closure.

2.3 To deliver a high quality and professional service to all HR customers.

2.4 To have a responsibility for the day-to-day delivery of effective support, advice and guidance to employees and managers on all aspects of HR including: employee relations, staff engagement and trade union consultation; discipline and grievance, performance management, attendance management, recruitment and selection, structure and grading reviews, conditions of employment, learning and development, organisational strategy and change management and TUPE.

2.5 Diagnose, identify and apply appropriate commercially focused HR solutions to issues and incidents ensuring long term sustainability for the council and schools.
2.6 Carry out regular supervision of identified team members as necessary including the allocation and monitoring of workload, support and guidance and development, as necessary.

2.7 Ensure the management and service delivery are compliant with employers equal opportunities policy raising awareness of the benefits of diversity and building active commitment to ensure equality of opportunity.

2.8 Keep abreast of legislative changes, proactively review policies to reflect changes and maintain an up-to-date knowledge of national and local conditions of service.

2.9 Identify where existing HR processes and practices require review, modification or enhancement in accordance with service need, legislation or recognised good practice in line with the lean methodology approach.

2.10 Ensure adherence to policies, standards and agreed service processes.

2.11 To develop or revise HR policies and procedures.

2.12 The preparation of complex reports, guidelines, procedures and the presentation of sensitive and controversial reports and information to Head Teachers, Principals, Governors or Senior Managers.

2.13 To maximise the use of new technology Including the HR portal (website) for schools as this is a key interface with the client.

2.14 Undertake training and development sessions / presentations and the production of all materials.

2.15 To generate an annual income in line with agreed performance management objectives.

2.16 Identify the root cause of HR issues and the appropriate HR intervention and methods and measurement of success.

2.17 To deputise for your line manager within schools where appropriate.

2.18 To be responsible for ensuring that management and service delivery are compliant with BCC Equal Opportunities policy and that equality and diversity are a key business focus.

Equality and Diversity

2.19 Promote, adhere to and implement the City Council’s policy on Equality of Opportunity within your team, section, division or directorate and within schools and work consistently to embed equality and diversity into service and delivery through the equality into service delivery through the Equality Impact Needs Assessment process.

Sustainability

2.20 Promote the City Council’s sustainability strategy by implementing working practices and procedures that ensure a sustainable approach in the use of resources and that resources are disposed of in a sustainable way.
Health and Safety

2.21 Implement the Directorate Health and Safety policy ensuring that there is regular and systematic identification and review and evaluation and control of risks, promotion of safe working practices, action to stop unsafe working practices and procedures and compliance with health and safety policy.

3. Supervision Received

3.1 Supervising Officer Job Title

HR Business Manager – Schools HR

3.2 Level of Supervision

Plan own work to ensure the meeting of defined objectives.

4. Supervision Given (excludes those who are indirectly supervised i.e. through others).

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<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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4.1 This post currently does not have any supervisory responsibilities, but the post holder may be required to do so in future.

5. Special Conditions

The post holder will sometimes be expected to work unsociable hours and will sometimes be required to attend hearings or meetings with Governors and / or Head Teachers.

This vacancy is exempt from the rehabilitation of offenders Act.

A Disclosure and Barring Service check will be undertaken.

Observance of the City Council’s Equal Opportunities Policy will be required.
The Strategic Services Directorate

Person Specification

Job Title: ER Consultant  
Grade: GR 5

Division: Human Resources  
Section: Schools HR

Method of Assessment (M.O.A.)  A.F. = Application Form; I = Interview; T. - Test or Exercise; C. – Certificate; P. – Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
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| Experience (Relevant work and other experience) | 1. Experienced human resources/employee relations professional with knowledge across a range of areas including disciplinary, capability, grievance, attendance management, redundancy and restructures and TUPE in a heavily unionised environment.  
2. Experience of playing a key role in supporting the delivery of successful projects, service improvement or change initiatives.  
3. Experience of undertaking income generation activities.  
4. Knowledge of School Staffing Regulation and School Governance Regulations is desirable. | AF/I/T |
| Skills and Ability e.g. written communication skills, dealing with the public etc. | 1. Able to meet service level agreement (SLA) and income trading targets.  
2. Able to provide demonstrable evidence or strategies used to improve employee/team performance.  
3. Evidence of persuasion and influencing skills at HR management/consultancy level over a range of contentious issues. | AF/I  
AF/I  
AF/I/T |
| Training                              | Formal training to graduate or professional qualification level or equivalent level of experience | AF     |
| Education/Qualifications NB: Full regard must be paid to overseas qualification | MCIPD or equivalent qualification. | AF/C    |
| Competencies (behaviours)             | Successes persuades and influences individuals and groups including Head Teachers, Principals, Governors, Senior Local Authority Officers and Trade Unions on staffing issues of complexity and sensitivity. Effectively presents information to influence others, including senior managers. | AF/I/T |
| Influencing and Persuasion           | Focuses on results, taking personal responsibility for delivering on performance objectives and delivers high quality client services.  
Promotes change considering options and taking forward | AF/I/T |
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<th>Category</th>
<th>Description</th>
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<td><strong>new initiatives. Delivers against personal work and defined objectives, demonstrating motivation and conscientiousness.</strong></td>
<td>Actively supports and participates in the implementation of change and operational activities for schools and the council.</td>
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<td><strong>Strategic and Innovative Thinking</strong></td>
<td><strong>Ability to think strategically and to develop and implement proactive HR solutions. Responds to strategic opportunities, accurately assessing risk.</strong></td>
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<td>Demonstrates an active interest in and awareness of current and long term strategic goals within education, the council and schools and how these will impact on job holder’s areas of work. Focuses on delivery against strategic goals.</td>
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<td>Able to demonstrate an understanding of the proposed changes to HR service and a willingness to work flexibly in line with the new model.</td>
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<td><strong>Leadership and Supervision</strong></td>
<td><strong>Regular supervision of identified team members including the allocation and monitoring of work load, support, guidance and development as necessary.</strong></td>
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<td>Builds and motivates teams creating a positive environment which encourages open discussion and innovation, supports performance and builds capability.</td>
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<td>Senior local authority officers and trade unions on staffing levels of complexity and sensitivity. Effectively presents information to influence others including senior managers. Listens well.</td>
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<td><strong>Communication and Analysis Skills</strong></td>
<td><strong>Ability to communicate effectively verbally and in writing across a range of contexts including the ability to present concise and accurate information to wide and varied audiences and checking understanding.</strong></td>
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<td>Ability to understand and interpret complex written reports, policy documents, trends and statistics including the ability to critically evaluate information and plan accordingly.</td>
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<td><strong>Valuing Diversity</strong></td>
<td>Shows respect for diversity and values individual difference. Treats all people fairly and appropriately regardless of race, religious belief, gender, age, disability, sexual orientation, appearance or position.</td>
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<td>Ability to raise awareness of the benefits of diversity and build active commitment to ensure equality of opportunity.</td>
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<td><strong>Training</strong></td>
<td>Able to demonstrate commitment to ongoing continuous professional development including willingness to gain membership of CIPD or equivalent professional status if not already qualified.</td>
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