

Job Description

Job Title:	Employment Relations Advisor		
Department:	Employment Hub	Reporting To:	HR Services Manager

Purpose of the Role:

To provide employment relations advice and guidance to Outset's clients and other services as required.

Duties and Responsibilities:

- Ensure knowledge of employment relations is up-to-date
- Provide employment relations advice to clients by telephone, email and face-to-face (where required)
- Identify and escalate cases to employment lawyers, HR/H&S Consultants, as appropriate, depending on the nature of the case and risk profile
- Ensure case management protocols are applied and the escalation, referral and closure of cases are controlled and documented
- Summarise, discuss and communicate to others issues or trends of concern covering the service and client group
- Deliver employment relations training to clients, as required
- Assist, develop and maintain client policies and procedures and related documentation
- Provide support to the team and clients where required, e.g. attendance at meetings and hearings, and support with projects
- Maintain a high level of client focus and professionalism
- Produce information and reports as required
- Assist with business development opportunities as required

Skills, Education and Experience Required:

Experience:

- Proven evidence of direct involvement in providing employment relations advice
- Proven experience in coaching/training managers in employment relations related skills, e.g. disciplinary, grievance, absence and performance management
- Experience in supporting managers remotely (phone/email) on their employment relations issues
- Experience of high level involvement in employment relations projects
- Experience in developing effective relationship with internal and external stakeholders

Skills:

- Excellent knowledge of current employment relations legislation and an ability to apply it in a variety of situations
- Excellent communicator both verbal and written
- Confident approach to people, both face to face and on the phone
- Logical, methodical, problem-solving approach
- Excellent attention to detail
- Ability to identify areas for improvement and propose changes
- Ability to maintain confidentiality and integrity at all times
- Ability to work either independently or collaboratively as required with a flexible approach to work and priorities
- Enthusiasm, with an eagerness for self-learning

Qualifications:

- Ideally degree qualified or equivalent, but not essential
- Ideally Level 3 CIPD qualified or a willingness to work towards a CIPD qualification
- Proficiency in MS Word, Excel, Outlook and Powerpoint