

Group Member:		Luminate Education Group	
Job Title:		Employee Relations Advisor	
Reports to:		Senior HR Business Partner	
Job Grade	LEG E	Department	Human Resources

SPECIFIC ROLE RESPONSIBILITIES:

1. Deliver an enabling and responsive, customer-focused HR and OD service.
2. Work collaboratively and consultatively across the Group to ensure the service proactively supports managers, employees and key stakeholders.
3. Commitment to the delivery of a professional manager-led HR and OD (People) Service
4. Contribute to service cross-functional projects and work streams.
5. Improve and maintain internal relationships with Luminate Professional Services teams, such as Health & Safety, Estates & Facilities, MIS, Finance, IT, Capital Projects, Student Recruitment and Marketing, Student Life and QTL.
6. Contribute to and actively support the Wellbeing Strategy.
7. Cultivate strong partnership working with all internal, external stakeholders including the Trade Unions, developing positive working relationships through effective engagement and communication.

CORE RESPONSIBILITIES:

1. Provide consistent advice and guidance to line managers on a broad range of employee relations and policy matters in relation to the employee lifecycle across Luminate Education Group.
2. Proactively support and guide, line managers on routine case management (sickness absence, disciplinary, grievance, performance management), escalating complex cases to the Senior HR Business Partners where appropriate, and liaising with external legal advisors where required to fully manage risk.
3. Maintain up-to-date knowledge of employment legislation and relevant case law, providing succinct advice to line managers in a readily understandable way.
4. Maintain constructive working relationships with the Trade Unions and other representative forums as appropriate, with a view to improving business performance, driving employee engagement and being legally compliant.
5. Coach and advise line managers in employee lifecycle and case management skills to build and maintain positive and constructive relationships with employees, Trade Unions and
6. their representatives.

7. Support the organisation with transformation projects, restructures and redundancy programmes.
8. Support activities to help early conflict resolution and contribute to the development of a
9. positive working culture, as well as providing data and insight for thematic reviews.
10. Support the delivery of the group people strategy to ensure the achievement of the Group and departmental objectives.
11. Establish clear and efficient systems of working across the Luminate Group, working with colleagues across the HR&OD team to develop appropriate guidance and template documents to support the employee lifecycle and case management activities, ensuring clear and robust process management.
12. Upskill members of the People Services, Resourcing and wider HR team as required.
13. Maintain accurate employee relations records, and contribute towards regular reporting/dashboards (absence, attrition, engagement, performance management) to support line managers.
14. Represent the function internally and externally as appropriate across a range of stakeholders including regulators.
15. Play an active role in embedding the HR Operating model to ensure its success.
16. Work collaboratively with colleagues across the HR&OD team on projects and campaigns as required.
17. Be a visible role model for the Luminate Education Group's values and behaviours.
18. Any other duties that are specific to the department.
19. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
20. Ability to participate in evening/weekend work as required.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 5 CIPD qualification or working towards	A / I / C
D	Q2. Educated to degree level or equivalent	A / I / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Substantial experience of working within an employee relations function, managing a high volume of ER cases, ideally but not essentially within a complex, unionised organisation	I / P
E	EK2. Current and robust knowledge of employment law and industrial relations practices	I / P
E	EK3. Experience of developing, implementing and monitoring appropriate employee relations interventions, and the demonstrable impact on organisational success	I / P
E	EK4. In depth practical knowledge of current thinking, issues and trends in Human Resources together with evidence of Continuing Professional Development	I / P

E	EK5. Is personally credible and can provide examples of operating as a subject matter expert across an organisation	I / P
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Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Experience and understanding in the area of employee relations and of working in a pragmatic and compliant way with the boundaries of employment law	A / I
E	SC2. Ability to build relationships and communicate effectively at all levels within an organisation	A / I
E	SC3. Proactive and flexible approach to problem solving, balancing policy, best practice, legal and business issues to provide pragmatic solutions	A / I
E	SC4. Ability to report and present issues to a wide range of audiences, including Executive and Leadership Teams	I / P
E	SC5. Ability to coach and mentor colleagues and managers to upskill and develop capability in employee lifecycle and employee relations activity.	I / P
E	SC6. Credible subject matter expert who can negotiate and influence using strong written and verbal communication skills.	A / I
E	SC7. Ability to contribute towards improving service delivery and/or processes with cost-effective solutions	A / I
D	SC8. Insight driven – at ease with data and analytics to demonstrate impact and return on investment	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I

E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I