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| **Job Title:** | **Employee Relations Business Partner Job Description**  |
| **Reporting to:**  | Head of Employee Relations and Engagement  |
| **Accountable for:** | Empowering the Operational and Support Services teams to address employee relations issues quickly, efficiently and compliantly and to ensure long term employee engagement. |
| **Purpose of role:** | To partner with key stakeholders across the business to devise innovative people solutions whilst using people data to proactively identify trends. To align Employee Relations delivery with other value-added projects including Horizon’s wellbeing, engagement, and leadership development strategies, to facilitate Horizon Care & Education Group being a **‘Great Place to Work’** with high levels of employee engagement and retention relative to the sector. To ensure all employment disputes are resolved as quickly, effectively and as compassionately as possible. |
| **Dimensions of the role:** | Base: Hybrid working – with some travel to sites across England.Key stakeholders: Managing Directors, Regional Ops Managers, Headteachers, Deputy Heads, all internal employees, Employment lawyers, external agencies and suppliers, Payroll, Health & Safety, Quality & Risk. |
| **Main areas of overall accountability:** | **Employee Relations*** To have oversight of all ER cases across their division up to and including Employment Tribunal.
* Adopt a coaching approach when providing advice on ER matters including assessing different options whilst presenting the benefits and challenges of each. Ensure regular and ongoing case support from beginning to conclusion.
* To ensure that all ER cases across their division are managed in accordance with SLAs.
* To escalate high risk cases and cases which are exceeding SLAs to the Head of ER and Engagement and relevant ROM/Managing Director.
* To ensure comprehensive records are maintained within electronic personnel files of all employee relations matters.
* To update Horizon’s ER case tracker.
* To ensure employee relations issues are resolved as quickly as possible relative to the particular case whilst also considering any impact or obligations in relation to ‘OfSted’, ‘Children’s Homes Regs’ and ‘Keeping Children Safe in Education’
* To ensure any absences (sickness, AWOL etc) are addressed in accordance with Horizon’s Attendance Management Policy.
* Compile monthly reports for your division including ER case statistics, absence and attrition.
* To ensure all HR policies, procedures, templates and toolkits are up-to-date, compliant, accessible, easy to follow and relevant and appropriate for the different divisions and any regulatory requirements.
* To take the lead on all people change management programs including TUPE, restructures and redundancy.

**Engagement and Retention** * To support the Head of ER and Engagement to facilitate and encourage good levels of employee engagement through everything we do as a People team. Monitoring and analysing stability and retention levels within their division and identifying what needs to change to increase those levels to retain the right staff.
* Assist with the completion of staff surveys including exit questionnaires, engagement surveys and pulse surveys for colleagues going through induction.
* To contribute to the development and embedding of our probation, induction and supervision processes, upskilling managers when supporting, leading and developing their teams.
* To ensure that good quality performance and developmental conversations are taking place.

**Project work*** Contribute to the design, delivery and implementation of key people projects including:
* Leadership training program for managers.
* Colleague wellbeing.
* Staff communication and forums.
* Reward, recognition and benefits.
* Creation of ER toolkit to accompany each policy to include manager’s guide, process flowcharts and templates.

**Reward/Terms & Conditions*** To ensure all our Terms & Conditions are compliant with the latest employment legislation
* To support with the pay review and performance related pay schemes
* To actively promote the staff benefits we have in place.

**Business Partnering** * Partnering with leaders on a range of activities including leadership capability, performance management, organisation design and succession planning.
* Utilise people analytics and metrics to identify areas of improvement, develop solutions and address gaps.
* Conduct regional and site-specific business reviews, using data to drive actions.
* Partner with leaders to ensure team efficiency.
* Assist with the implementation of transition and change management projects.
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| **Key deliverables:** | * ER cases to be managed in accordance with SLAs, time to resolution being kept to a minimum
* KPI for absences 4% time lost
* KPI for attrition 30%
* Each service in region to receive a minimum of 1 colleague listening group per year followed by implementation of ‘you said we did’
* Maintenance of data log showing feedback from exit surveys
* Low number of ET claims
* High retention and stability rates
* Consistent record keeping including maintenance of ER tracker and case records saved to individual e-personnel files
* Monthly regional reviews with key stakeholder
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| **Requirements for the role:** | * Experience of dealing with a variety of complex ER case work up to and including Employment Tribunals
* Up to date knowledge of employment law
* A track record of contributing to HR projects
* A track record of using people data and metrics to devise solutions and obtain buy-in
* Experience of working in a regulated environment
* A desire to increase employee engagement rates, retention and stability rates
* An excellent communicator – verbal and written
* A true relationship builder
* Resilient
* Approachable
* Calm and compassionate
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**Dated: December 2022**

**Author: Head of ER and Engagement**

**Approved by: Director of People & OD**