

Job Description

Head of Employee Relations

Job Details	
Grade	GR7
Job Evaluation Number	TBC
Number of Posts	1
Directorate	Council Management
Division	HR & OD
Department	Employee Relations
Service Area	Employee Relations
Reporting to	Director Employee Relations

1.0 Portfolio Responsibilities

Delivering Employee Relations, developing a strategic plan to drive high standards and continuously improving customer service.

2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Providing professional and managerial leadership, setting clear objectives and measures, allocating resources, assessing impact and ensuring targets are monitored. Ensuring underperformance / capability issues are addressed in order to significantly contribute to the delivery of a best in-class people service.

Promoting and shaping Employee Relations strategies and policies to mitigate people risks. Position the council as an employer of choice, driving positive employee engagement and creating healthy high performing teams.

Working with the HR and OD Leadership Team to develop good understanding of the Council and directorate's strategic direction. Implement medium and long term (3 - 5 years) effective solutions to drive key priorities and challenges to deliver strategic business objectives.

<p>Leading the implementation of people policies within the council, taking a consistent, innovative, engaging, and future-focused approach. Providing customers with people policies and procedures that support delivery and adhere to best practice. Ensuring policies comply with case law, employment legislation and the relevant council's terms and conditions of employment i.e. NJC / JNC</p>
<p>Leading the ER team to create and deliver people practices which develop and maintain positive working relationships between the council and its employees. Working closely with recognised trade unions, ensuring that all policies, procedures and processes, within Employee Relations, are fair and transparent.</p>
<p>Taking the strategic lead and promoting the building of excellent employer-employee relationships. Additionally, building excellent employer-union relationships so that employees are treated well and regular contact and engagement with Trade Unions are good.</p>
<p>Taking the strategic lead on consulting, negotiating and influencing on all employee relations matters including people policies, processes and procedures. Operationally delivering on all employer-trade union aspects of the employer's obligations and commitments are met in respect of its recognised trade unions.</p>
<p>Taking responsibility for the Council to deliver on all its statutory duties in association with Trade Unions i.e. recognition agreement, facilities etc, to ensure the council complies with its legal requirements.</p>
<p>Leading and developing the Employee Relations team to be the subject matter experts on all matters relating to Employee Relations. Providing specialist advice and guidance to the Council and members of the HR & OD directorate.</p>
<p>Leading the ER team to enable managers/employees to understand the importance of the people policies and procedures and associated risks. Enabling feedback on current / proposed policies and procedures to continuously develop and be customer focused.</p>
<p>Working in partnership with HR Operations to ensure that any complex, escalated employee relations cases have oversight and due diligence is undertaken. Ensure that any risks to the council are eliminated whilst working in conjunction with the council's legal team.</p>
<p>Ensuring delivery of regular updates and/or training as required regarding changes to employment legislation, T&Cs, policies, procedures, case law and best practice. Ensuring correct and timely advice and guidance is given, ensuring consistency across HR.</p>
<p>Working in partnership with the Data, Insights and Analytics Lead to provide Employee Relations management information (i.e. case work, outcomes, etc taken etc.) in order to inform evidence-based decision making to improve employee relations policies, procedures and systems.</p>
<p>Working in partnership with other HR and OD teams to provide key updates on Employee Relations and to</p>

<p>review processes and procedures. Working together to continually develop and streamline to deliver a proactive, best in-class service which is customer-focused providing strategic and operational excellence.</p>
<p>Influencing business decision making and planning, e.g. People Services business and delivery plans, to ensure robust people implications are considered in relation to Employee Relations.</p>
<p>Developing effective working relationships through collaboration, trust, engagement and effective leadership. Building relationships to shape HR's strategic direction and deliver a proactive, future-focused and best in-class Employee Relations service.</p>
<p>Leading people management projects, taking a commercial, innovative, evidence-based approach that is fit for the future. Minimising risk to the council by adhering to all relevant legislation.</p>
<p>Driving an increased understanding of people management data, performance metrics and benchmarking across the Employee Relations team. Identifying and delivering strategic and tactical people interventions to improve productivity and performance.</p>
<p>Developing and coaching HR colleagues and employees within the directorates to share best practice and expertise. Ensuring a consistent approach in processes and outputs are being delivered to achieve a best-in-class service.</p>
<p>Providing leadership, advocacy and expertise on Equality, Diversity Inclusion. Ensuring EDI is integral to the business and all HR outcomes adhere to legal and mandatory requirements.</p>
<p>Promoting the Council's core values and equal opportunities through role modelling the required values and behaviours. Supporting colleagues to act as role models, having an open commitment and taking clear action when required.</p>
<p>Developing and maintaining effective working relationships with Trade Unions in line with our Trade Union Recognition Agreement and relevant Trade Union Acts.</p>
<p>Ensuring all GDPR and other sensitive information are maintained and all breaches are recorded and managed accordingly.</p>
<p>Working with HR & OD Leadership Team to ensure all people strategies, policies and procedures comply with employment legislation and case law. Ensuring compliance with the required terms and conditions i.e. green book and best practice.</p>
<p>Working as part of the HR & OD Leadership Team to constantly drive and champion the continuous improvement cycle. Continuously improving to achieve high-quality, future-focused, innovative and best in-class services. Ensuring services are aligned to the Council's values and behaviours as well as supporting the Council's strategic outcomes.</p>
<p>Having responsibility for the delegated budget lines within Employee Relations in line with the council's</p>

scheme of delegations.
Developing and maintaining external networks, promoting a positive image of the council on a wide range of local, regional and national issues.

3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Grade	Number of Posts
Employee Relations Manager	N/A	1
Employee Relations Implementation	N/A	2

Special Conditions

Is Safeguarding Check needed?	Not Required
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Person Specification

Essential Criteria

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation		
Experience	AF/I	Possess high-level relevant professional background and experience in a large, complex organisation. Significant experience of employee relations and proven credibility in the People Management field.
Experience	AF/I	Possess an advanced in-depth understanding of People Strategies, Business Plans, Departmental Business Plans and developing People Policies.
Experience	AF/I	Have extensive experience of providing high level strategic

		<p>people advice, guidance and support on employer relationships matters. Have up to date understanding of employment law, case law and best practice.</p>
Experience	AF/I	<p>Have extensive experience of working with and working in partnership with Trade Unions.</p>
Experience	AF/I	<p>Have significant experience of dealing with complex employee relationship cases with knowledge of the employment tribunal process.</p>
Experience	AF/I	<p>Have experience of managing a HR team with a good understanding of employee relationship specialisms.</p>
Experience	AF/I	<p>Have substantial experience of diagnosing root cause issues to identify people implications/needs. Be able to identify projects/programmes which will meet those needs.</p>
Experience	I	<p>Have experience of analysing business performance, data and insight management information to identify relevant people interventions.</p>
Experience	I	<p>Have experience of leading projects and managing a complex workload and conflicting demands.</p>
Experience	AF/I	<p>Have experience of managing and maintaining effective working relationships with key customers and stakeholders.</p>

Experience	AF/I	Have experience of developing innovative solutions and contributing to strategic planning
Experience	AF/I	Demonstrate experience of working in a unionised and political environment/understanding of and a motivation for public sector values.
Experience	I	Have previous experience of managing budgets.
Skills	AF/I	Have leadership, line management and coaching skills.
Skills	AF/I	Possess high-level relevant professional background and experience in a large, complex organisation. Significant experience of employee relations and proven credibility in the People Management field.
Skills	AF/I	Have highly developed judgement to assess, plan and resolve differing, often complex cases and situations.
Skills	I	Able to collaborate and build alliances and champion HR & OD.
Skills	AF/I	Possess interpersonal skills including negotiation, motivation, influencing and relationship building. Using these skills to create open and transparent relationships based on trust, delivering high customer satisfaction.
Skills	I	Able to evaluate judgement, applying and building on concepts and

		principles.
Skills	I	Be analytically curious and demonstrate evidence-based thinking. Excellent problem solving skills and presenting data/management information to influence stakeholders and lead to evidence-based decision making.
Skills	AF/I	Be able to work on own initiative, prioritise work to deadlines and pay attention to detail.
Skills	I	Speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)
Other	AF/I	Have previous experience in developing training programmes for Interns/Apprentices to support development and successful course completion.
Other	AF/I	Have a willingness to maintain professional registration as required.
Other	AF/I	Have a commitment and understanding of equality, diversity and inclusion. Ensuring they are at the heart of service delivery and people management.
Competency	AF/I	Able to act and think strategically within complex and changing organisation, taking account of service/operational needs.
Competency	AF/I	Have the ability to make tactical

		decisions.
Competency	AF/I/P	Be future-focused - ability to horizon scan over the next 5 - 8 years
Competency	I	Have a performance improvement ethos and business acumen, performance management and resource management skills.
Competency	AF/I	Able to deliver business objectives whilst successfully managing pressures arising from competing priorities and demands.
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Competency	AF/I	Be politically astute and able to operate successfully in a complex, political environment.
Competency	AF/I	Able to be creative and develop innovative solutions. Providing 'out of the box' thinking whilst managing risks to achieve outcomes.
Competency	I	Be able to make connections across diverse areas of work, identifying issues that need to be resolved.
Knowledge	AF/I	Have up to date knowledge of employment law, case law and best practice.
Knowledge	AF/I	Have knowledge of people principles, diagnostics and methodologies

EducaOon	AF/Q	Have a background in employment law, such as a postgraduate diploma, degree or CIPD Level7. AlternaOvely, substanOal relevant experience at a similar level will be considered.
Training	AF/I	Able to undertake on-going conOnuous professional development, parOcipate in regular supervisions and appraisals. Take responsibility for own learning and development needs.

All staff at BCC understand and are commiFed to Equal OpportuniOes employment and service delivery.

As a Disability Con8dent CommiFed Employer, we take posiOve acOon to ensure people living with a disability or a long-term health condiOon feel supported, engaged, and able to fulfil their potenOal in the workplace. People with a disability telling us on their applicaOon form they wish to parOcipate in the scheme and who can then demonstrate in their applicaOon that they meet the essenOal criteria for the role will be shortlisted and off ered an interview.

Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an invesOgaOon into child abuse or a safeguarding adult's invesOgaOon is necessary.

The Council is commiFed to safe recruitment pracOces and recognises that this 8ts into an overall corporate approach to safeguarding across a range of funcOons that need to operate together in order to be eff ecOve. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated posiOons.

The Council's safe recruitment process includes pre-employment ve5ng which involves establishing full employment histories; proof of idenOty; saOsfactory references; health assessment; checks of quali8caOons; asylum and immigraOon checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with the has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in its area. All BCC employees are expected to:

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

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At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.