

<b>Job title:</b>	ER Advisor
<b>Department:</b>	HR
<b>Reports to:</b>	HR Manager
<b>Responsible for:</b>	
<b>Location:</b>	Warwick/Home
<b>Hours of Work:</b>	37hpw, between 08:00 – 16:30 Mon to Thurs, and 08:00-13:00 Friday
<b>Closing date:</b>	Friday 05 <sup>th</sup> July 2024

### Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

The Employee Relations Advisor will provide guidance across all areas of the business relating to employee relations matters and will be responsible for supporting the employee relations team and management in fostering a positive work environment, ensuring compliance with HR policies and employment legislation and upholding company values and policies.

### Main Duties and Responsibilities:

#### Employee Relations:

- Handle complex employee relations cases including disciplinary, grievance, appeal and TUPE.
- Provide sound advice and recommendations to managers and employees on employee relations matters, including HR policies, procedures, and best practice to maintain a positive work environment.

#### Documentation and Reporting:

- Prepare and provide all required paperwork prior and subsequent to formal hearings in line with timeframes set out in company policies and the agreed Service Level Agreement (SLA).
- Maintain accurate records of employee relations issues, investigations, and resolutions.
- Prepare reports and analysis on employee relations metrics, trends, and outcomes.
- Ensure confidentiality and discretion in handling sensitive employee information.

#### Legal Compliance:

- Ensure compliance with employment laws, regulations, and internal policies.
- Maintain up to date knowledge of employment law, case law and HR best practice.
- Advise management on legal implications and risk mitigation.



### **Policy Development and Communication:**

- Participate in the development and review of HR policies and procedures to ensure they are aligned with best practice, legal requirements, and company standards.
- Communicate policies effectively to all employees, ensuring understanding and compliance.

### **Employee Support:**

- Attend pre-meetings with managers regarding formal cases.
- Support the employee relations team and management in offering additional guidance and support to employees dealing with work-related concerns and personal matters.
- Facilitate communication between employees and management to resolve issues.

### **Employee Engagement:**

- Participate in the development and implementation of strategies to enhance employee engagement, satisfaction, and retention.
- Assist with organising employee events, surveys, and feedback mechanisms to gauge morale and identify areas for improvement.
- Collaborate with HR and management to create a positive and inclusive work culture.

### **Conflict Resolution:**

- Mediate conflicts and disputes between employees or departments.
- Investigate complaints or grievances and recommend mutually acceptable solutions while upholding company policies and values.

### **Performance Management:**

- Provide guidance and support to managers on conducting performance reviews and addressing performance issues sensitively.
- Advise managers in the development and implementation of improvement plans.

### **Training and Development:**

- Design and deliver training sessions for employees and managers to enhance their skills and knowledge.
- Provide coaching and guidance to managers on effective employee relations practices.
- Promote awareness of company policies and documentation.

### **Quality & Environmental Responsibilities:**

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team [recruitment@dennis-eagle.co.uk](mailto:recruitment@dennis-eagle.co.uk)



Criteria	(E)ssential / (D)esirable
----------	---------------------------

<b>Knowledge</b>	
Up-to-date knowledge of employment law, case law and HR best practice	E
Knowledge and experience of working with Mitrefinch	D

<b>Experience</b>	
Proven experience in a generalist HR role	E
Proven experience in a similar role, preferably in HR	D
Experience of handling complex employee relations matters including note taking and formal document drafting	E
Familiarity with conflict resolution	E
Experience of HR data analysis	D
Experience of working within a manufacturing or garage/service environment	D
Experience of working within a unionised environment	D

<b>Education / Qualifications</b>	
Achieved CIPD Level 5 certificate	E
GCSE Maths and English C or above (Or equivalent qualification)	E
Achieved CIPD Level 7 qualification	D
Professional qualifications in Microsoft Office	D
IOSH qualification	D
MHFA qualification	D

<b>Job-related skills &amp; abilities</b>	
Excellent communication and people skills both verbal and written	E
Ability to communicate sensitive information with empathy and confidentiality	E
Ability to work collaboratively with HR, management, and other stakeholders	E
Ability to build and maintain positive relationships across all levels of the organisation	E
Ability to take notes and minutes of meetings	E
Analytical skills to interpret data and identify trends	E
Ability to identify issues and develop effective solutions	E
Proactive approach to addressing potential employee relations challenges	E
Excellent planning and organisation skills	E
Ability to multitask and deal with a varying workload in type and volume of work	E
Intermediate level or above in Microsoft products including Word & Excel	E
Ability to maintain confidentiality and discretion	E
Ability to be resourceful and proactive in dealing with issues that may arise	E
Ability to deal with sensitive, pressurised, and volatile situations	E
Self-motivated with the ability to assess a situation and independently take action to address it	E
Impeccable timekeeping and attendance record	E
Reliable with a strong work ethic	E

<b>Other requirements</b>	
Ability to cover the following hours: Mon – Thurs: 08:00– 16:30 (8 hours) Friday 08:00 – 13:00 (5 hours) 37 hours per week ½ hour lunch break Mon – Thurs	E
Ability & willingness to travel throughout the UK, including occasional overnight stays	E



Driving licence will be advantageous as national travel will be required to some difficult to access locations	D
--	---

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name \_\_\_\_\_ Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager name \_\_\_\_\_ Manager signature \_\_\_\_\_ Date \_\_\_\_\_

