

JOB DESCRIPTION:

Job Title	Employee Relations Lead
Job Family/Specialism	HR
Grade	SM2
Service	Human Resources
Reports to	Director of HR
People Manager Responsibility (Y/N)	Yes
Number of Reports	5
Number of Indirect Reports	7
Usual Base	Friargate

About Coventry City Council

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

About the HR Service

The HR Service provides support to approx. 4,300 employees located throughout Coventry which serves a diverse population of approx. 300,000. At the centre of all we do is The People Plan, which details the contribution HR makes to the residents of Coventry, making it a great place to live and work. As a service we offer value-add, creative relevant and timely advice and support to meet the service and people needs. Strong and positive engagement is a central element in helping to foster, productive relationships with leaders, managers, employees, TU officials, external partners and suppliers in providing an excellent and rated service.

Size and Scope of the role

This is a senior leadership role HR with leading the Employee Relations Consulting & Advice Team, which also supports and manages the trade union relationship. The service is moving away from a very traditional local authority model of transaction into the transformation model, a culture change for the organization and the team so cohesion and a learning environment are a priority.

Purpose of the role/Output

Challenge the status quo, be proactive in a climate of continuous improvement and act as a change agent, regularly monitoring and reviewing the application of policies and procedures, further developing and embedding a client centred delivery focus and promoting and facilitating the adoption of good management practices.

Identifying HR priorities from corporate and departmental plans, translating business requirements into effective HR practices and delivering people solutions aligned to business objectives.

Key Accountabilities

Relationship Management

I will build strong, trusted and productive relationships with senior leaders, influential partners, external collaborators and influencers to create cohesive, collaborative and creative alliances to support the delivery of a value-creating, impactful HR service.

- Providing advice and guidance to Directors and senior managers on employment matters; influencing management and the leadership around the people agenda to maximise service performance.
- Maintain and promote productive trade union consultation and good employee relations which ensures effective dialogue, engagement and cooperation in relation to organisational change and the development of employment policies and procedures.
- Directing and supporting the HR Business Partners and/or the HR Support Officer in their duties to support the delivery of the HR strategy
- Provision of coaching to senior leaders to understand, assess and improve the capability and capacity of their team and which factors impact on their ability to deliver business outcomes
- Developing links with external organisations and businesses in order to increase the market share for the Employee Relations service.
- To develop external relationships with key partners and stakeholders both within and without the Council (NHS, HRMC, TUs, Regulators and Professional Bodies).
- Provision of support to Elected Members as required including relevant reporting of statutory obligations such as the Pay Policy, Gender Pay Gap Reports as necessary.

Business Change and Performance

I advise and lead the HR focus on the performance of people across the organisation, and advise, react to and instigate change and continuous improvement that helps the Council deliver on its performance and delivery pledges, plans and commitments.

- Maintaining a clear understanding and providing up to date knowledge of the legal framework within which HR operates; developing HR policies in line with current legislation and keeping abreast of modern HR procedures and best practice.
- Supporting the development and implementation of Coventry's pay and reward strategy e.g. through support with pay negotiations and pay awards
- To lead in the formulation, development and consultation of employment policies and procedures ensuring compliance with employment law and alignment in liaison with the trade unions and other key stakeholders.
- To act as the HR lead on a range of different projects.

- To facilitate negotiations with Directors, senior managers, trades unions and staff regarding complex change processes as well as advising on the practical implications e.g. re-structuring, TUPE transfers and headcount reduction programmes, addressing individual and collective concerns appropriately.
- To present complex issues simply at all levels, dealing with conflict, highly difficult and challenging situations – Tribunals, Courts of Law, suspensions, disciplinaries, grievances and large-scale organisational change.
- To be able to investigate sensitive complaints in an appropriate manner, linking in with other parties as necessary (Police, Health, Professional and Regulatory Bodies).
- Actively seek ways to secure greater and better staff engagement
- To represent the Council at Employment Tribunals, preparing for cases, giving evidence and supporting those involved accordingly.
- To be a Champion for the Council's values and associated behaviours, and actively support managers and leaders in reflecting them in practice, challenging where necessary.

Leadership

I lead the team through the clear setting of direction, expectations and duty of care that ensures we have a committed, capable and supported team of professionals.

- To lead the effective delivery and continuous improvement of a high-performing HR Service through the development of HR Business Partnering, including team management, setting objectives and monitoring progress to provide a quality professional HR service for services;
- Driving the delivery of business and corporate plans for your areas of responsibility and corporate plans;
- To lead the HR Business Partners in services that relate to HR activities within schools e.g., restructures, voluntary severance, compulsory redundancies etc;
- Working in conjunction with partners both locally and regionally to secure better outcomes for HR and Employee Relations
- To coach and develop Team members, ensuring that they keep abreast of changing needs within their area(s) of activity

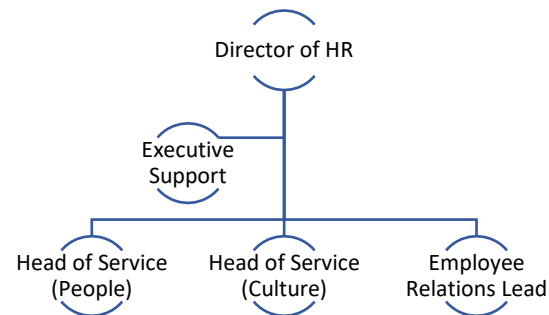
HR Performance and Capability

I set the tone and parameters that enable, monitor and measure our performance and capability in delivering our core objectives identified by our key results, in line with the commitments made in our People Plan. And make adjustments and revise our approaches to meet those objectives when faced with additional and unexpected challenges or adjusted requirements and needs

- Analysing and reporting HR information to support with benchmarking and the development of HR strategies and solutions. Ensuring that all internal and external reporting requirements are satisfied through the provision of management information and HR returns.
- Ensuring HR communications are effective, well thought out to meet both individual and organisational aims to inform or support change

- Monitoring and supporting HR activity to ensure the terms of the HR SLA are being met and addressing HR related business continuity issues.
- Actively champion the diversity, inclusion and well-being agendas for staff, taking lead responsibility for delivery of best in class policies and practices.
- To effectively manage the HR budgets, both pay and non-pay, including authorising expenses, to order goods and approve the same.
- Deputising for the HRD as required.

Key Relationships		
External:		Internal:
West Midlands Employers	HMRC	HR Services including Health, Safety and Well-Being, Pay and Reward, Resourcing, Org Development
Professional networks	Academy Trusts	Service Directors /Managers
Supplier	WMCA	Trades Unions
CIPD	University of Warwick/Coventry	



Standard Information;

Information Governance

Employees of the Council must comply with the provisions of the Data Protection Act 2018. The postholder must not; either during their employment, or following termination of their employment, disclose any information relating to service users or employees, or of the lawful business practices, of the organisation.

The postholder will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

The postholder must comply with Council policies that protect the information assets of the organisation from unauthorised disclosure, modification, destruction, inappropriate access or use.

Postholders with elevated access to IT systems are held accountable to the highest standards of use.

Health & Safety

Compliance with the Health & Safety at Work Act 1974 – the postholder is required to fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Safeguarding is Everyone's Business

The Council has a responsibility to ensure that all children / young people and adults are adequately safeguarded and protected. Consequently, all Council employees are required to adhere to national and local safeguarding policies / procedures and to act upon any concerns in accordance with them.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Equality Diversity and Inclusion

It is the responsibility of every person to act in ways that support equality and diversity and work within the spirit and detail of legislation including the Equality Act 2010 and the Human Rights Act 1998.

Code of Conduct

The postholder must familiarise themselves with the Councils Code of Conduct. The purpose of this Code is to raise awareness and provide guidance regarding the standard of conduct and required attitudes and behaviours that is expected.

Person Specification		
Experience	Essential/Desirable	
Strong track record of developing and implementing policy, experienced in implementing HR strategy.	x	
Experience of working in partnership with a range of stakeholders including managers, trade unions, employees and external partners.	x	
Experience of managing and improving employee relations in a unionised environment.	x	
Experience of managing conflict and sensitive issues and achieving positive outcomes.	x	
Experience of developing and managing change projects and programmes.	x	
Strong track record of developing and implementing policy, experienced in implementing HR strategy.	x	
Experience of working directly with/for Elected Members.		x
Skills and Abilities		
Excellent written and oral communication skills and the ability to effectively communicate complex ideas and information to a range of audiences and stakeholders.	x	
Able to manage effectively people and resources, and / or project teams, to achieve complex or high priority objectives, and develop others personally and professionally.	x	

Strong ability to work flexibly - managing changing and competing priorities and absorbing new information rapidly to address complex issues.	x	
Proven ability to systematically analyse information and cut through complexity to bring clear, relevant and intelligible recommendations.	x	
Able to apply judgement, creativity and flexibility to generate new and innovative ideas and approaches and to solve complex problems.	x	
Strong ability to build effective working relationships with internal and external stakeholders at all levels, to work collaboratively to achieve objectives.	x	
Strong ability to understand Coventry City Councils strategic context and work proactively to achieve the organisations highest priorities.		x
IT Literate with intermediate to advanced level Microsoft Office 365 applications including Excel, Word, PowerPoint, SharePoint, Teams, OneDrive.		
CIPD – degree level minimum	x	
Extensive knowledge and understanding of employment law and HR best practice and public sector employment policies and procedures.	x	
Knowledge of public sector employment policies and procedures	x	
Track record and evidence of on-going professional development		x
Actively demonstrate and work with the organisational values	x	

The fundamental purpose of the people profession is to champion better work and working lives. Creating roles, opportunities, organisations and working environments that help get the best out of people, delivering great organisational outcomes, in turn driving our economies, and making good, fair and inclusive work a societal outcome’. CIPD

July 2021