

<p>Role Mandate</p> <p>Job Title:</p> <p>Function /CFBU:</p> <p>Dimensions of the Job:</p> <p>Reports to:</p> <p>Location:</p>	<p>ER Advisor</p> <p>Human Resources</p> <p>Human Resources</p> <p>ER Manager</p> <p>Runcorn</p>
<p>Job Summary:</p>	<p>To provide a comprehensive and efficient ER advisory service to the employee relations department and wider business in line with Company Policies and best practice. Act as the first point of contact for all ER case work and provide a positive, first class user experience to all colleagues. To provide a professional and supportive advisory and coaching service on all employment related matters whilst promoting a healthy work environment which contributes to achieving our corporate mission.</p>
<p>Responsibilities :</p>	<ul style="list-style-type: none"> • Work closely and proactively with the wider HR Team to ensure all ER related matters are handled appropriately and professionally • Operate a triage process for the effective and timely handling and escalation of employment matters and case work support • The delivery of first and second line support and guidance to employees and Line managers in relation to all aspects of HR policy and procedures • Review, create and update HR policies and processes to align with our people strategy • Act as a point of escalation for the central HR Team and offer coaching and mentoring where required • Provide advice and guidance on non-routine/complex contractual matters • Undertake case reviews and associated assessment of risk, fact finding • Keep abreast of employment law and case law • Support the ER Manager and HR Business Partners with ACAS conciliations and Employment Tribunals • Respond to all communications ensuring a professional HR service • Produce written correspondence to a high standard • Create, maintain and monitor accurate data records using internal systems including iTrent, Document Manager & the ER case management system • Ad hoc project work • Undertake necessary training when appropriate <p>General</p> <ul style="list-style-type: none"> • Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people • Be agile, converging around agreed priorities across the HR function as business needs dictate from time to time

**Key Experience,
Knowledge, Skills &
Qualifications:**

Key Experience

- Demonstrable track record as a HR professional in an advisory capacity
- Experience of managing complex and highly sensitive ER cases
- Excellent team worker with first class customer service skills
- Experience of working collaboratively with a range of stakeholders
- Demonstrated coaching, mentoring and influencing skills
- Strong written and oral communications

Knowledge and skills

- The provision of ER advice in line with Company Policy and best practice
- Good working knowledge of UK employment legislation
- Competent IT skills including Microsoft applications and HR Systems
- Highly organised, autonomous and able to prioritise
- An agile and responsible approach, providing flexibility and ad hoc support
- Excellent customer care and interpersonal skills
- Excellent verbal, numerical and written communications/attention to detail
- Able to liaise with a variety of stakeholders
- Proactive approach to problem solving

Qualifications (Desirable)

- HR Qualification (CIPD Level 5) or QBE

Key Interfaces

Internal: HR colleagues, Line Managers, employees
External: Trade Unions, ACAS, Solicitors.

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and creates a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement

