

Job Description

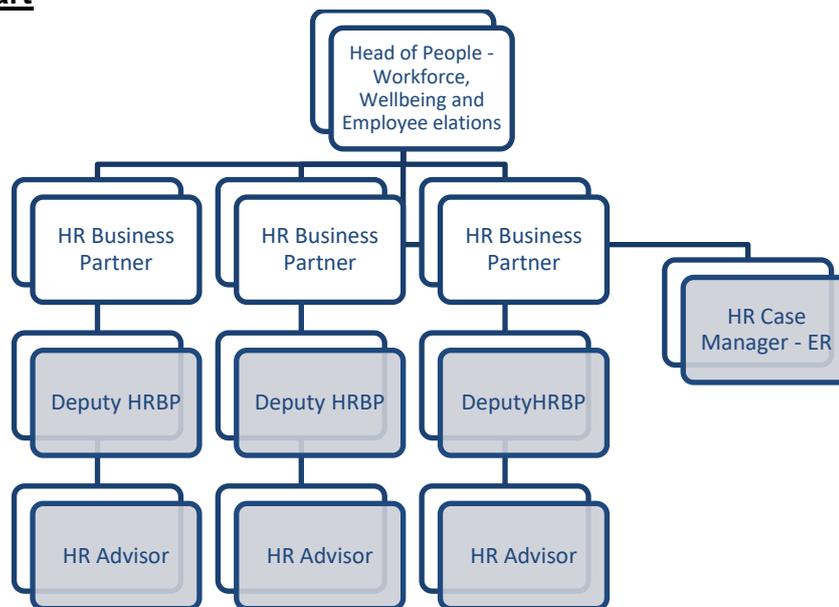
Job title:	HR Case Manager – Employee Relations
Job band:	Band 7
Hours:	37.5 hours
Tenure:	Permanent
Department:	Human Resources
Responsible to:	Head of People

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of excellent health care, improved health for all.



Structure Chart



Job summary

The HR Case Manager -Employee Relations will use specialist knowledge of highly complex interpretation of Employment legislation and their extensive experience in Employee Relations cases, NHS terms and conditions of employment, national NHS strategies and employment related policies, and procedures to expertly manage and support the HR Operational Team.

Working proactively with the Head of People, HR Business Partners, Divisional management teams, and Medical Directorate, Safeguarding and other key stakeholders, the HR Manager – Employee Relations will lead on the forward planning, modernisation, and engagement of the HR Operational Team, embedding good HR practice and ensuring an appropriate response to legal and other requirements.

The HR Case Manager – Employee Relations will develop and empower the HR Operational team to ensure best practice and excellence in providing HR support/ advice to managers and staff across the organisation in respect of all employee relations matters including disciplinary, Maintaining High Professional Standards in the NHS (MHPS), Grievance, Dignity and Work and Attendance management.

The HR Case Manager will lead on Trust-wide employee relations projects and initiatives as agreed with the Head of People and other key stakeholders. They will also work closely with the HR Business Partners and senior Leads in developing HR initiatives that create and add value to the Trust.

KEY DUTIES

- To ensure the provision of expert specialist advice to the HR Operational team to enable timely and professional advice to all managers within the Trust regarding all aspects of employment policy and procedure for all categories of staff, as well as associated post-employment issues.
- To interpret, analyse and provide expert advice to managers, including employment matters with particular regard to effective and timely resolution of discipline, grievance, attendance and capability casework including up to suspension, dismissal and Employment Tribunal

level, often involving complex, contentious and highly sensitive issues requiring tact and diplomacy

- To manage and oversee the employee relation team capacity, planning and organising complex workloads and allocation of investigations and hearings accordingly.
- To attend Decision Making Groups with the HRBP, taking minutes and ensuring HR actions take place in a timely manner. In the absence of a HRBP, taking responsibility and deputising when a serious incident occurs involving allegations against staff.
- To assist in the drafting of terms of reference for investigations.
- To carry a small caseload to support the HR Operations team with workload demand and capacity.
- To act as the HR support to panel chairs for disciplinary hearings and appeals against disciplinary, grievance and dignity at work cases.
- Ensure that a positive approach to employee relations and an ethos of 'working in partnership' is developed in all departments engaging Staff side at the appropriate stages of any process and ensuring clear lines of communication at all times
- To be the HR lead for the coordination and provision of workforce information reports relating to Employee Relations case management both internally and externally. This will be done in liaison with key stakeholder such as the Trust's Workforce Information team and Equality, Diversity and Inclusion Team.
- To support the achievement of the Trust's key performance indicators which relate to case work including sickness absence and time taken to complete investigations and hearings.
- Analyse trends in employment relations cases i.e. equality and diversity raising any concerns to the HR Business Partners and Head of People.
- Lead and be responsible for ensuring that internal databases and systems are maintained and updated to a high standard by the HR staff regularly
- To monitor on-going activity and take remedial action to avoid problems and undue delays as well as flag any litigation or reputation risks to the Head of People and the Director of Operational HR.
- To maintain and monitor the HR Policy tracker and allocate policies across the team as well as monitor for progress, in conjunction with the Head of People.
- To lead on the Trust's Job Evaluation process
- To ensure the HR Operations team have high quality, accessible training packages in place to support managers in managing employee relations matters
- To carry out research and development as and when required to deliver the key aspects of the role
- Responsible for the co-ordination and delivery of specialist training to the HR team to ensure up to date policies procedures and practices in regard to employment legislation, providing proposals on HR policy to HRBP, Head of People.

- To interpret employment legislation, national and local policies, terms and conditions of employment and all areas of Trust HR policy, procedures and guidance. Provide advice and guidance on issues that are frequently highly complex and sensitive both orally and in writing. A key objective is the development of increased competency in line management and ensuring appropriate consistency of application of policies and procedures across the Trust.
- Ensuring that progress is made towards agreed Trust targets on sickness absence within the Attendance Management Policy framework by providing specialist training to the team so they can train managers on the application and work with managers on specific areas aiding the production of action plans and providing general support and advice.

There may also be a requirement to undertake other similar duties as part of this post in order to provide a good quality service. These will be consistent with the level of responsibilities outlined above.

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and

inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Jo Stearn
Date:	07/02/24
Job evaluation completed:	28/02/24
Job evaluation reference number:	