**ROLE PROFILE**

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| **Role Title** | | Senior ER Specialist | **Location** | Glasgow/ Bristol/ Dublin/ London  Hybrid Working | |
| **Business Unit** | | HR | **Job Family** | HR Advice | |
| **Reports to Role Title** | | HR Advice Manager | **Sub Family** |  | |
| **No.Direct Reports** | | 0 | **Channel** |  | |
| **No.Locations** | |  | **Financial** |  | |
| **Business Unit Respons.** | |  | **Other** | Travel required | |
| **PURPOSE** | | | | | |
| **C&C Group plc is a premium drinks company which owns, manufactures, markets and distributes a unique portfolio of beer and cider brands in its home markets and across the globe. You probably know us best from brands like Bulmers, Magners and Tennent’s.**  Working as a senior member of a collaborative team of ER Specialists supporting the diverse organisational functions within the C&C Group plc across the UK and Ireland. The Senior ER Specialist will champion best practices and foster positive employment relationships between our colleagues and the organisation through inclusive, proactive and pragmatic employee relation practices including organisational policies and procedures. Working closely with the HR Advice Manager and deputising for them in their absence.  A technical expert in the wide range of legal provisions that apply across the UK & Ireland in managing employee relations, ensuring the revision and continuous development of policies and procedures to maintain compliance with employment legislation. Harness trusted relationships with key stakeholders across the organisation, providing tailored advice on the resolution of complex employee relation matters in end to end case management.  Accountable for communicating key legislative changes to people managers, supporting their development through coaching and the facilitation of training enhancing capability and minimising risk. Contribute to a culture of continuous improvement working closely with the HR Business Partnering Team and other HR Functions, focusing on partnership, delivery and shared learning. | | | | | |
| **CORE ACCOUNTABILITIES** | | | | | |
| Employee Relations Case Management   * Provide tailored advice and guidance to managers across a range of complex employee relations matters. * Take ownership of casework from initial report through to completion, coaching managers to achieve good solutions. * Minimise risk to the organisation by ensuring employee relation practices are accordance with legislation and company policies whilst balancing operational requirements. * Developing working practices for case management, improving service delivery and legal compliance. * Provide direct and in person support for complex and high risk cases where necessary.   Organisational Change   * Collaborate with HR Business Partners on Organisational change projects including; reorganisation, redundancy and TUPE programmes. * Accountable for ensuring organisational engagement in meaningful consultation with colleagues and compliance with legislative requirements. * Develop best practice guidance and supporting documentation for organisational change processes. * Aligned to the HR Strategy, lead other key projects within the wider HR Team.   Policies and Procedures Development   * Lead the development, engagement and implementation of policies and procedures to support the organisations compliance with external legislation and regulations. * Responsible for maintaining and revising current documentation including; policies, procedures, contracts and guidance that pertains information relating to employment legislation. * Develop guidance and internal resources to support managers and the wider organisation in the application of policies and procedures. * Identify risks and instances of noncompliance with the organisation's policies and procedures addressing this directly or escalating issues as appropriate.   Internal Relationship Engagement   * Build effective working relationships within the internal stakeholders, representing the function and delivering high-quality professional services. * Welcome challenge and varying opinions in all interactions, seeking to find the best solution and considering varying views across the organisation. * Coach and support managers in complex people management matters including; performance management, disciplinary, absence management, capability and grievance processes to ensure compliance to both company policy and employment legislation as well as mitigate risk. * Adopt a continuous improvement approach and encourage managers to identify and implement key learnings and improvements. * Host regular stakeholder engagement conversations with key business functions to discuss HR metrics, trends and current employee relations matters. * Lead the development and facilitate people management training enhancing capability and knowledge. * Build collaborative relationships with HR Business Partners, identifying trends within their organisational areas and providing timely updates on high risk and sensitive matters. * Coach ER Specialists, imparting knowledge and sharing expertise at all opportunities to build the capability of the ER function   External Relationship Management   * Liaise with ACAS, WRC, Employment Tribunal and/or external legal counsel regarding dispute resolution matters, collaborating with HR Business Partners and Stakeholders at each stage of the process. * Collaborate with third party providers such as Occupational Health and other medical services to support Manager in seeking information and guidance.     Documentation, Data and Analysis   * Maintain accurate up to date records on all employee relations matters within the case log. * Accurate administration and recording of documentation to support employee relation case work. * Support the collation and analysis of key ER metrics, presenting information to internal forums.   Legislative Expertise   * Keep abreast of changes to UK and Irish employment legislations and best practice supporting the organisation to maintain legal compliance and enhance the employment relationship. * Communicate changes in UK and Irish employment legislations to stakeholders ensuring updates to policies and procedures are completed. * As a subject matter expert, share knowledge during interactions with Managers and contribute to distributing key legislative updates to the wider organisation.   Personal Capability Building   * Develop own capabilities by participating in assessment and development planning activities as well as formal and informal training and coaching. * Develop and maintain an understanding of relevant technology, external regulation and industry best practices through ongoing education, attending conferences, and reading specialist media. | | | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | | | |
| Internal   * People Managers * HR Team * All colleagues | | | | | |
| External   * ACAS, WRC, Employment Tribunal * External Legal Counsel * Occupational Health and GP surgeries * Case management systems | | | | | |
|  | **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |  |
| * Specialist employment relations knowledge within a fast-paced environment. * Proven ability of supporting high volume employee relation case management. * Leadership experience of a Team Leader/ Supervisory level * Vast experience in handling complex, high risk and sensitive employee relations matters. * Applied knowledge of UK & Irish employment legislation. * Experience supporting restructuring, redundancy, changing contractual terms & TUPE. * Experience managing employment tribunal and WRC proceedings. * Trained or experience mediator able to support with mediation sessions or advise on conflict resolution * Experience leading medium-large HR projects and working collaboratively with colleagues in a center of excellence/shared service environment. | | | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | | | |
| * CIPD qualified | | | | | |
|  | **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |  |
| * Ability to build trusted relationships with key stakeholders * Confident delivery skills, able to communicate information and mange challenge * Collaborative specialist able to work as within a team environment * Pragmatic, able to assess risk and provide pragmatic solutions * Skilled in managing high volumes of employee relations matters and prioritising focus * Excellent communication and influencing skills with strong attention to detail * Curious, question the norm and seek to proactively improve practices | | | | | |

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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary**  **Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |