

LIBRARIES NI

JOB DESCRIPTION

Job Title:	HR Adviser – Employee Relations
Grade:	Administrative Officer
Salary:	£38,220 – £40,778 (NJC 27-30)
Hours:	36 per week Monday to Friday On occasion, the postholder may be required to work evenings/weekends to facilitate in disaster recovery exercises and/or attend HR Initiatives
Department:	Human Resources
Location:	HR Department, Portadown Library/Hybrid Working Arrangements The postholder will be required to attend the office on a minimum of two days per week and to regularly travel across Northern Ireland
Responsible to:	HR Business Partner with functional responsibility for Health and Wellbeing and Employee Relations
Responsible for:	HR Employee Relations staff

JOB PURPOSE

Under the direction of the HR Business Partner, assist the management and provision of a high-quality professional, timely and comprehensive HR Employee Relations service to Libraries NI.

Provide advice and support in the development, implementation and delivery of effective and efficient HR services across the Employee Relations function including terms and conditions of service; policies and procedures ensuring compliance with statutory and regulatory requirements.

Work collaboratively with and contribute to the provision of a modern, professional and responsive service to support HR business delivery that aligns to and promotes the ethos of Libraries NI Corporate Plan Vision and Values. A commitment to Equality, diversity and inclusion in the provision and delivery of HR Employee Relations services.

MAIN DUTIES AND RESPONSIBILITIES

Under the direction of the HR Business Partner

1. Employee Relations

- 1.1 Responsible for providing a professional support service to managers on the operation of relevant employee relations policies and procedures to include, but not limited to, Discipline, Grievance, Capability, Dignity at Work, Hybrid Working.
- 1.2 Undertake and provide support for effective consultation with Trade Unions, staff and stakeholders on a range of Employee Relations issues, using early consultation as a means of effective early resolution to problems.
- 1.3 Work collaboratively with other HR staff, internal and external stakeholders to ensure that Employee Relations policies and procedures are operated with fairness and consistency.
- 1.4 Advise managers on HR solutions through early intervention and preventive measures through effective engagement and communication, and appropriateness of the use of informal resolution, mediation and other solutions.
- 1.5 Carry out employee relations investigations on disciplinary, grievance, dignity at work, capability or other procedures as required, liaise with Trade Unions, organise meetings, take notes, update records and compile investigation reports and correspondence detailing findings and make recommendations as applicable.
- 1.6 Support administration of and attend formal hearings arising out of employee relations investigations as required.
- 1.7 Attend the Labour Relations Agency at formal independent appeal hearings and to contribute and/or assist managers in presenting of the case to the independent panel.
- 1.8 Consult with Libraries NI Legal Service and support the compilation, preparation and presentation of information, and reports to respond to and defend legal proceedings, and other complaints lodged with outside agencies.
- 1.9 Attend Industrial Tribunals/Court Hearings as required.
- 1.10 Produce reports to support the monitoring of performance and recommend interventions as appropriate.

2.0 Staff Management and Service Delivery

- 2.1 Manage a dedicated support team and duties will include assigning work, co-ordinating activities, dealing with resourcing matters, approving leave of absence requests, and dealing with any attendance management, employee relations issues.
- 2.2 Carry out performance management reviews and implement personal development plans.

- 2.3 Responsible for best practice service delivery in a designated specialist functional area or a specialised area of work.
- 2.4 Contribute to the review, revision and implementation of HR systems and work processes as required in consultation with senior staff.
- 2.5 Contribute to the service area plans and the reviewing, of performance targets for the effective and efficient delivery of service.
- 2.6 Provide accurate and timely management reporting information as required.
- 2.7 In conjunction with line management ensure that business risks are identified, documented, controlled and mitigated.
- 2.8 Undertake reviews and implement improvements in efficiency and consistency of HR business processes and develop resources for managers in relation to the implementation of new systems and ways of working.
- 2.9 Planning and delivery of workshops/presentations for service users in relation to service improvement initiatives and implementation of revised policies and procedures.
- 2.10 Delivery of a robust Employee Relations administration service to ensure transactions and contractual changes are actioned and notified to staff and payroll on a timely basis.
- 2.11 Give direction, undertake and support direct work processes in relation to policy implementation and system management.
- 2.12 Manage the deployment of resources including staff, to plan the work of others and be responsible and accountable for service delivery in an assigned area.

3.0 Policy, Procedure and Governance

- 3.1 Provide advice, guidance and support to managers on complex HR issues across the area of Employee Relations in accordance with relevant policies and legislative requirements
- 3.2 Make decisions within policy guidelines on contentious or complex matters associated with service delivery.
- 3.3 Provide support, advice and coaching to managers to facilitate the management of people and ensuring that HR matters are effectively and consistently dealt with.
- 3.4 Support and build capability of managers who have responsibility for people management, development and performance.
- 3.5 Drafting of appropriate business cases and quotations, in line with financial and procurement regulations, policies and procedures.

- 3.6 Contribute to HR service plans and to the review, revision and development of existing and new policies and procedures related to employee relations area of work.
- 3.7 In accordance with Section 75 of the Northern Ireland Act (1998), promote good relations, equality of opportunity and pay due regard for equality legislations at all times.
- 3.8 Provide a high level of internal and external customer service to ensure continued and effective working relationships with key internal and external stakeholders.
- 3.9 Comply with and implement all Libraries NI Policies, Procedures and Frameworks, including but not limited to those relating to legal requirements such as equality, health and safety and information governance.
- 3.10 Comply with Libraries NI policies on Schedule of Records Management and Data Protection (in particular, processing of sensitive personal information) to ensure good governance and records management.
- 3.11 Ensure all processes are addressed in a timely manner in accordance with agreed policy and procedures effectively and consistently in line with best practice and employment law.
- 3.12 Support other HR staff involved in the provision of wider HR partnering on matters pertaining to policy, pay and reward.

4.0 Other Duties and Responsibilities

- 4.1 Provide training and guidance to colleagues and assist in covering key aspects of work during periods of absence.
- 4.2 Participate as required as a selection panel member and/or provide direct HR support to selection panels when required.
- 4.3 Participate in projects or working groups which contribute to continuous improvement.
- 4.4 Undertake the duties in such a way as to enhance and protect the reputation and public profile of Libraries NI.
- 4.5 Direct and signpost managers and officers to the appropriate source for issues outside the remit of this post.
- 4.6 Undertake any other duties which may be assigned to meet organisational need and change which are reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined.

Note: This job description is intended to provide an outline of the level of duties that the postholder will be expected to undertake across the Employee Relations functional area within the Human Resources Department. It is not intended to be rigid or inflexible but should be regarded as a summary of responsibilities and personal duties not intended to be exhaustive. This role will develop and change in line with strategic corporate programmes

and projects. The postholder may be assigned to a specific functional area on appointment in view of the nature of work the postholder may be required to undertake duties in other HR functional areas to cover peak periods of work or vacancies.

PERSON SPECIFICATION

Applicants must provide evidence that, by the closing date, they meet the following criteria:

Shortlisting Criteria

Essential Criteria

Qualifications/ Experience

1. A third level qualification or equivalent (i.e. HNC, HND, NVQ level 4, degree or above) or HR qualification equivalent to or higher than Chartered Institute of Personnel Development (CIPD) Level 5 **AND** a minimum of three years' experience of working in a Human Resources Department providing high quality advice and guidance to management and staff in response to complex issues including Employee Relations and working to ensure effective service delivery.

OR

A minimum of five years' experience of working in a Human Resources Department providing high quality advice and guidance to management and staff in response to complex issues including Employee Relations and working to ensure effective service delivery.

2. Experience of working collaboratively with a diverse range of internal and external stakeholders.
3. Experience of the management of staff.

Knowledge & Skills:

4. A proven knowledge and application of employment legislation, statutory obligations and equality requirements.
5. A proven knowledge and application of policy, procedures, terms and conditions, systems or operations to the Employee Relations function of the HR Department.
6. Experience in report writing for the development, analysis and presenting of Management Information Reports and experience in the use of Microsoft Excel to support organisational performance.

Other Requirements and Constraints:

7. Applicants must have access to a suitable vehicle (appropriately maintained and insured for Libraries NI business) or other suitable form of transport which will enable the successful candidate to fulfil the requirements of the post to the satisfaction of Libraries NI.
8. Applicants must be able to work flexibly to meet the needs of the business. This may involve on occasions evening or weekend working.

Desirable Criteria

Qualifications

1. Hold professional membership of Chartered Institute of Personnel Development at Associate level or above.

Experience

2. Experience of working in a large multi-site and/or Public Sector organisation.

The panel reserves the right to enhance the criteria if necessary.

The above essential criteria will be used for shortlisting purposes. If deemed necessary essential criteria 1 may be enhanced and/or Desirable may be used for shortlisting.

It is essential that candidates provide sufficient details, using examples and dates where appropriate to demonstrate that they meet these requirements. It is not sufficient to simply list duties and responsibilities. Libraries NI will not make assumptions from the title of the post or the nature of the organisation as to the skills and experience gained. If you fail to provide sufficient detail, including the appropriate dates needed to meet the essential criteria, your application will be rejected.

SELECTION PROCESS

SHORTLISTING

Shortlisting will be carried out on the basis of the information provided against each specific criterion as presented on the application form. Applications will first be considered against the essential criteria. Where necessary enhanced criteria and/or desirable criteria may be applied.

Only shortlisted candidates will be called to the next stage of the selection process.

In addition to meeting the essential and, if applicable, desirable criteria, candidates will be expected to demonstrate during the selection process their experience, knowledge and skills in the following key areas and draw on their personal qualities to support their answers.

Key Areas:

1. **Employee Relations**
2. **Staff Management and Service Delivery**
3. **Policy, Procedure and Governance**
4. **Other Duties and Responsibilities**

Examples of the Knowledge & Skills and Personal Qualities to be demonstrated across the range of Key Areas will include but not limited to:

- excellent interpersonal, customer care and people management skills
- excellent communication skills – oral and written
- ability to interpret statistical information in a business context
- presentation skills and ability to deliver training

- analytical and problem-solving skills
- good organisational and planning skills including the ability to prioritise and manage a range of tasks within deadlines
- proficient in the use of MS Office including Excel for the recording and reporting of data
- awareness and understanding of records management and data protection legislation.

Where a competition identifies more appointable candidates than there are available vacancies, a Reserve List may be created in order of suitability for further appointments within Libraries NI. This may be used for up to 12 months to fill the same or like vacancies with a similar job description and personnel specification and on the same salary scale, normally within the same location/department without further testing of merit.

This job description is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor prescriptive. Libraries NI reserves the right, in consultation with the post holder, to amend the job description to meet the changing needs of the organisation.

We are an equal opportunities employer. We welcome applications from all suitably qualified persons. However, as men are currently under-represented in HR, we would particularly welcome applications from men. All appointments will be made on merit.

Guidance Notes for Applicants

Application forms should be completed in conjunction with the Notes of Guidance for Applicants which may be downloaded with the application pack from Libraries NI staff Intranet: [Guidance Notes for Applicants](#)

TERMS AND CONDITIONS

This is a permanent appointment. The successful candidate will be employed on NJC terms and conditions of service and membership of the Northern Ireland Local Government Pension Scheme is automatic for persons eligible to join. Further information about pensions is available on the NILGOSC website www.nilgosc.org.uk

Annual leave entitlement for the full leave year is 24 days (pro rata for part time posts) increasing to 31 days after five years' service. In addition, there are 12 statutory holidays.

Where applicable the appointment will be subject to satisfactory completion of all procedural and pre-employment checks.

Where applicable the successful candidate will be subject to a probationary period of six months.

An unpaid meal break of 30 minutes will normally be taken by employees who are contracted to work 4 hours or more per day.

Travelling and Subsistence

Travel expenses at rates approved by Libraries NI will be paid in respect of approved journeys necessary as an employee of Libraries NI.

Mobility Clause

The post will be located in an agreed location, or at any alternative premises as may be reasonably required and may be subject to change following consultation with the post holder.

Libraries NI complies with the AccessNI Code of Practice regarding the handling, use, storage etc. of Disclosure of Information. Applicants requiring further information on this should refer to AccessNI's website www.accessni.gov.uk

Libraries NI has adopted a 'Smoke Free Workplace Policy'.

To view Libraries NI's privacy statement please visit www.librariesni.org.uk or ask Human Resources staff for a copy.

