

Service Document Standard Form

Role Profile Human Resources Assistant (Employee Relations)



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Linked documents: Job Evaluation Guidance Note

ROLE DETAILS:

Role Title:	Human Resources Assistant (Employee Relations)
Grade:	Scale G
Service area:	Human Resources – Employee Relations
Responsible to:	Human Resources Advisory and Development Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To provide an effective and efficient Human Resources service, supporting the Employee Relations team.

To assist with effective case management in order to facilitate line managers in managing employees in accordance with procedural guidance and best practice.

To support the Employee Relations team in developing and providing high quality support arrangements to all employees, which will assist employees staying in work, returning to work, or through difficult personal circumstances.

To assist Human Resources in improving attendance rates, reduce employee absence and to engage with individuals, managers and external agencies as required.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial – Not applicable

Staff Responsibilities – Not applicable

Any other statistical data – Involvement with internal reporting of HR related information as appropriate

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- To be the first point of contact for the team and for the escalation of employee relations issues

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- Act as the liaison between HR and employees, ensuring smooth communication and prompt resolution of queries
- Support the attendance process at all stages. Helping to maintain consistency in the application of attendance management processes. Providing advice and guidance to managers and employees and ensuring the team are aware of what they need to do to support progress of cases
- Ensure the progress of case management is maintained and appropriately actioned, and updates are provided to relevant stakeholders
- Maintaining accurate records of progress and decisions / outcomes made for case management, preparing case management information, attending meetings and drafting letters as appropriate
- To act as a contact and triage point for individuals and line managers seeking access to welfare support, providing advice, guidance and support as to appropriate services and facilitating contact with internal and external providers
- Provide advice and guidance to line managers to assist with individual cases where welfare support is required, including return to work plans and ongoing support
- Monitor the reasonable adjustments register. Working with managers to ensure support plans are implemented and regularly reviewed, co-ordinating with Occupational Health and ensuring employees receive appropriate support
- Monitor the return to work and development plan register. Ensuring progress is tracked and appropriate action is taken
- Coordinate and deliver workshops / facilitated events for employee relations, for example wellbeing roadshows and training on absence and employee relations procedures
- Develop and maintain the employee relations and wellbeing section of the Intranet, ensuring the area provides relevant advice and guidance
- Coordinate the mental health wellbeing champions, to provide a system of welfare / support arrangements to the Service, ensuring the team are engaged and utilised as part of the wellbeing objectives
- Research, develop and promote appropriate health and wellbeing initiatives, working with the team, key stakeholders and Occupational Health on wellbeing initiatives,

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developing a calendar of events and assisting with delivering facilitated events

- Organise and attend the Joint Consultation Forums, taking and publishing minutes and updating action plans and circulating them in a timely manner with papers for future meetings
- Maintain good customer services and seek feedback to continuously improve processes with stakeholders. Ensure processes and systems are in line with procedures, complying with all relevant UK employment law and reinforcing best practice at all times, proving best practice guidance as required
- Provide management information reports in respect of employee relations issues
- Support the team in developing and delivering appropriate health and wellbeing initiatives to enhance engagement, increase productivity levels and reduce sickness absence
- Assist with the development and implementation of employment related procedures and practice guides
- Assist the HR Advisory and Development Manager with specific projects
- Contribute to business and process improvement projects and to research data as appropriate to assist with the projects
- Ensure effective staff communications in conjunction with the Communications team
- Provide administrative assistance and support as required within the Human Resources team, with responsibility for raising purchase orders particularly in relation to Occupational Health matters

DECISION MAKING:

Make decisions:

- To use professional judgement to make decisions and recommendations on the various projects involved within the Employee Relations team
- Manage a robust decision-making process to ensure that all decisions are logged, reviewed where necessary and available to relevant line managers as appropriate
- Follow laid down procedures set by the Service and have an awareness of all new correspondence that is relevant to the role whilst ensuring that all correspondence is cascaded relevant individuals
- Work closely with the Employee Relations team and ensure that decisions relating to

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the function are actioned in a timely fashion. Provide regular feedback to the team in order to inform the decision making process

Significant say in decisions:

- Influence and advise managers on employee relations matters
- Promote, suggest and implement improvements to working practices, systems and to personal and organisational performance
- Contribute to the shaping of the team's objectives and priorities

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal: Will have numerous internal contacts across most levels within the Service

External: Regional working groups, other Fire & Rescue Services as appropriate some of which may be outside of the geographical boundaries of Buckinghamshire and Milton Keynes

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures

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- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- A good general level of educational achievement

Experience:

- Broad generalist HR experience with a particular understanding of Employee relations matters and casework
- Good understanding of employee relations
- Experience of working in a trade unionised environment, preferably the Fire Service
- Experience of supporting ED&I and wellbeing initiatives
- Experience of working within a dynamic and at times demanding environment whilst maintaining attention to detail

Skills:

- Computer literate or ability to use IT applications in a wide range of applications
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Excellent written and verbal communication skills, including ability to take comprehensive notes of meetings
- Excellent customer service skills
- Able to work on own initiative and without direct supervision confidentially
- Ability to deliver quality outputs under pressure
- Able to prioritise workloads
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- To treat people with dignity and respect, act professionally and responsibly with Authority assets, property and funds; i.e. taxpayers money
- Networking skills and ability to build effective working relationships with a variety of stakeholders
- Strong planning and organisational skills
- Ability to work to time sensitive deadlines with attention to detail

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Knowledge:

- To maintain a good knowledge of role specific information by proactively monitoring information via a range of sources such as the intranet, policies, procedures, internal bulletins and external publications
- To demonstrate a good level of knowledge of the organisation's people related policies and procedures
- Generalist Human Resources knowledge, including ED&I and wellbeing

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- CIPD qualification at Level 3 or equivalent or willingness to work towards

Experience:

- Public Sector or Blue Light experience

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target based outcomes, which will be developed in conjunction with the post-holder. It will be subject to regular review and the Authority reserves the right to amend or add to the content listed above.