

Job Description: Employee Relations Manager

About the Breastfeeding Network

The Breastfeeding Network (BfN) is a Scottish registered charity that supports women, families and communities with evidence-based information and practical peer support to help make a positive difference to breastfeeding women, parents and their families. Our vision is that families feel supported in their feeding choices and that they are able to breastfeed for as long as they choose. Strategically, we are committed to maintaining and developing good management within the charity that supports both staff and volunteers within and outside our funded services and projects because we believe this improves outcomes for the families we serve.

BfN has a wide portfolio of funded work across the UK financed through local authority, CCG/NHS, public health, government funds and donor funds. Within the existing structure there are over 200 staff with multiple and complex contracts of employment and job roles and over 900 volunteers

Background of post

The role of Employee Relations Manager is a generalist HR management role and will be responsible for ensuring effectiveness and driving improvement across all areas of the employment lifecycle, as well as providing expert HR knowledge and advice to our management and leadership teams. Reporting to the HR Manager, the post-holder will line manage the HR and Recruitment Officer and work closely with the Payroll Officer, the Central Support Co-ordinator and other members of the wider Central Support team.

Purpose of the ER Manager

The key purpose of the ER Manager is to drive capability across BfN in effective people management processes. From the day to day of ensuring compliance through to driving a meaningful appraisal process and engagement agenda, this role champions a positive culture and resilient management capability. This is a hands on role providing direct support to line managers and staff in a busy working environment.

Key Responsibilities

- **Coaching Management Capability** - Liaise closely with all BfN managers to support them and drive capability to effectively manage people issues and support employee engagement
- **Management of ER Issues** - Coach and advise managers to effectively manage ER issues that is legally compliant and in line with our organisational values, seeking counsel from employment lawyers where necessary.

- **Process Ownership** - Ensure all HR processes are efficient, adhere to best practise and maximise the capability of the available systems.
- **Recruitment Approach and Processes** - Manage and co-ordinate the recruitment process and work with the HR and Recruitment Officer to ensure an efficient and engaging recruitment service.
- **Recruitment Capability** - Provide support and guidance to recruiting managers on recruitment best practise in collaboration with the HR and Recruitment Officer and provide training as required.
- **Workforce Planning** - Work with managers to assess and meet the staffing requirements for new projects, the replacement of existing roles and to co-ordinate succession planning.
- **New Starter Compliance** - Ensure that all new starter processes are adhered to, from contract production through right to work and identification checking, to maintain compliance and operational requirements.
- **Onboarding Process** - to develop an engaging and effective introduction to the organisation that sets new starters up for success and optimises the use of technology.
- **Ownership of the Appraisal Process** - Ensure that the appraisal process and capability supports and inspires meaningful conversations that recognise contribution, support welfare and drive engagement.
- **Employee engagement** – develop and maintain employee engagement surveys and review exit surveys for all leavers to provide insight to the experience of staff and identify and optimise opportunities for improvement.
- **Team Leadership** - Provide supportive leadership and direction to the HR and Recruitment Officer to ensure that they are given appropriate guidance, support and challenge for their day to day work and future development.
- **HR Reporting** - Produce HR reports for senior management on request.
- **External Awareness** - Understand UK, sector-wide and wider emerging HR issues, assessing their HR implications for the Breastfeeding Network and advise on and develop appropriate organisational approaches.

This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.

Person Specification:

What we are looking for

The following criteria will be used to help us assess candidates for this role so please ensure these are covered in your application form.

Essential

- A relevant and up to date HR qualification commensurate with the responsibilities of the role
- At least 3 years employee relations experience
- Experience of end to end employee lifecycle
- Excellent oral and written communications skills
- Experience of working with MS Office packages and a good level of demonstrable skill in word and excel
- Numerate and able to understand complex contracts of employment
- Able to manage own workload and that of your line reports to meet deadlines
- Ability to work on own initiative and at a management level
- Strong organisational skills with a hands on approach and attitude
- Good knowledge of employment law and evidence of continuous cpd
- Can maintain confidentiality and act in a professional manner
- Ability to work effectively as part of a team

Desirable

- Line management experience
- Experience and understanding of the workings of the third sector
- Coaching/ training experience