



Job Description

Job Title:	People Relations Consultant
Band:	Band 7 (£33,651 – £36,508 FTE)
Reports To:	Senior People Partner
Location:	Headquarters, Dunfermline
Hours:	28 hours per week – days flexible to meet operational requirements
Contacts:	People & Culture Team, Managers across the organisation

Overall Purpose of the Role:

This role is responsible for providing expert advice on a range of HR matters and sharing good practice throughout the Society.

Working with the Senior People Partner, you will ensure that we have an up to date, clear and user friendly policy framework. You will also support activity to build Manager capability in using and applying our policies.

You will work with the Senior People Partner & with the HR Administrators to drive a “self service” approach. This will be achieved by system changes, training and developing tools and guides for users.

You will have the ability to deal with issues impartially and confidentially.

Key Responsibilities:

Employee Relations:

- To support and mentor the HR Administrators with first line enquiries and first level case work e.g. informal grievance and capability cases, attendance management processes etc.
- To coach the HR administrative team as needed in relation to people processes, policies and wider HR practice.
- To advise and assist managers in the investigation of and preparation for disciplinary, grievance and capability cases referring more complex cases to the Senior People Partner.
- Facilitate informal resolutions and support Managers and colleagues to resolve conflicts.

- Engage in effective negotiation and mediation to find mutually beneficial solutions to employee relations challenges.
- Implement strategies to resolve conflicts and foster a harmonious workplace.

Driving Change:

- Support the Senior People Partner with complex and high-profile people change initiatives across the Society e.g. Organisational Design

Coaching & Development:

- To ensure line managers are supported and capable of implementing people related policies and processes.
- To contribute to the creation and delivery of training programmes and briefings relating to HR policy and processes.
- To ensure that appropriate support and training is provided for line managers in relation to new and amended HR policies and procedures.
- To build both mediation and investigation capability across Managers and ensuring we have a “pool” of trained people able to undertake this work.

HR Practice

- To act as lead or contributor in the identification, review and updating of HR policies, procedures and guidance.
- To share knowledge, legislative updates and best practice both within the People & Culture team and across the Society; ensuring that knowledge is shared and consistently applied.

Data driven

- Identify key issues and themes from ER cases and advice work which need to be addressed at a strategic, Society-wide level.
- Support the Senior People Partner in producing reports and analysis

Project Support and Management

- To lead on the delivery of HR related project work; this includes compiling project plans and ensuring timescales and outputs are achieved to agreed timescales.
- Supporting colleagues within the People & Culture teams, and other Society departments, as required in delivering key projects.