

Employee Relations Consultant

Role Description (purpose):

To provide professional, comprehensive, business focused and timely Employee Relations advice to key stakeholders in the business. Support and coach managers, both within the shore side teams and in the Fleet; balancing risk to the business with proposed solutions. Responsible for own caseload, occasional policy review, and providing ER insight into projects where appropriate/required.

RUI: (if updating existing JD)		Grade: CUKog	DBS check required	Choose an item.	
Directorate: (Operating Company where Applicable)		Reports to:	Employee Relations Manager		
Function:	People	Team:	Employee Relations		
Direct reports :	None				

Accountabilities

- Support the development of stakeholders and managers to handle ER problems whilst ensuring that Managers take ownership of issues
- Foster positive working relationships with employees, minimising problems and issues and fostering a positive climate for ER
- Ensure that all queries and activities are responded to within the agreed Service Level Agreements
- As a representative of the ER team, deliver exceptional customer service to all stakeholders, being proactive in your approach wherever possible
- Provide consistent and specialist employee relations advice and day to day support on employment related issues, including sickness absence management, disciplinary, grievance, performance management and flexible working cases to on-board management, shore side management, overseas Manning Agents and Business Partners as and when required
- To respond to queries and liaise closely with Union Officials on employment related cases
- Advise on the use of the Bradford Factor process with Managers for short term absence
- To liaise with Occupational Health and support the absence management process
- Support investigation of complaints/issues raised using the Carnival Corporation Compliance Hotline to support a culture of ownership and transparency where feedback is valued
- To support the business with consultations, redundancies, restructures and reorganisations
- Coach managers on dealing with grievance, disciplinary and performance issues
- To calculate redundancy and severance costs and preparation and facilitation of Settlement Agreements
- To remain up to date with employment legislation and to share knowledge with colleagues
- To support in any TUPE situations within the Carnival UK business
- Deliver training to key stakeholders on ER casework procedures
- Assist policy owners with review as and when required; taking a lead on identifying and implementing relevant employment law updates to ensure legal compliance
- Ad hoc specialist ER input into business projects as required
- Offer pragmatic, risk assessed options when advising

Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks

- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

To undertake ad hoc duties as required.

Scope:

Problem solving:

- Ability to compose comprehensive correspondence in relation to employee relations issues, e.g. sickness, disciplinary, grievance, dismissal and flexible working
- Ability to present themselves confidently, credibly and effectively
- Ability to manage a project effectively and within agreed timeframes
- Computer literate to a good level in MS Word, Excel, PowerPoint, Access
- Knowledge of working with an HR system
- Ability to plan, organise and prioritise effectively and work to deadlines
- Ability to take a commercial approach and balance process with practicality
- Pro-active in keeping up to date with employment legislation and best practice
- Coaching skills
- Numerical and Verbal analytical skills with the ability to identify trends and to use appropriate metrics
- Good understanding of company policies and procedures with the ability to interpret them practically and pragmatically
- Good attention to detail
- Financial and commercial acumen

Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):

The post holder will have a direct business impact by coaching Managers and Stakeholders to drive through cases; this is a key role in mitigating risk to the business and/or risk assessing and ensuring key stakeholders are sighted on potential impact.

As an Employee Relations Consultant, the post holder will act as 'subject matter expert' advising any part of the business on relevant legislation, taking ownership for ensuring ER is considered in decision making.

The post holder will, on occasion, be tasked with researching and/or obtaining advice on EU law and wider, given the global workforce under the Company's employ – under the direction and with support of the Employee Relations Manager and/or Senior Employee Relations Consultant.

Having direct involvement in management of casework, policies and projects gives a great opportunity to be impactful and make changes in line with the Company's culture and ethos.

Leadership (what level of management is required, ie multiple teams, or small teams) :

There is no direct line management responsibility in this role. The post holder will, however, be responsible for managing key stakeholders and fostering excellent relationships with colleagues, peers and employees. One of 3 Employee Relations Consultants, the post holder will work closely with colleagues, working to represent a credible and trusted Employee Relations advisory service within the business both UK and abroad.

Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :

- Discreet and confidential with the ability to build trust and confidence through interactions
- Strong communication and influencing skills with the capability to work across all levels of management with a strong customer service ethos
- Excellent attention to detail, problem solving and the ability to deliver results to demanding deadlines whilst working within a changing and fast paced environment
- Ability to assess a situation thoroughly and objectively providing a diplomatic, tactful and sensitive approach; confident in probing and providing appropriate challenge to senior stakeholders
- Proven ability to think logically and laterally taking into account business needs, when advising others and resolving problems
- Team player, with a friendly, flexible and proactive attitude to work and workload coupled with the ability to work under own initiative.
- Maintain high level of communication and consistency between team members and management
- Open minded and willing to listen to the views and perspective of other team members
- Ability to plan and organise a challenging workload
- Professional and smart appearance
- Possesses presence and demonstrates maturity and credibility
- Possesses a 'can do' attitude with drive and commitment
- Willing to take on new and challenging situations, taking a proactive approach to improvements
- Calm and composed when under pressure
- Well organised in both time and workload management and confident in being able to prioritise and manage expectations of others

Other Requirements:

The Employee Relations team provides an 'on call' service to our HR Managers in the Fleet at weekends and on bank holidays. You will be expected to be included in that rota and be available to take telephone calls and emails approximately 1 weekend in 6.

When ships are in Port in Southampton we take the opportunity to go on board and meet our colleagues and, although rare, you could be required to travel out to ships in the Fleet from time to time should the need arise.

Knowledge, Experience and Qualifications required:

Qualifications – essential:

- Minimum level 5 CIPD or equivalent qualification.

Knowledge/ Experience – essential:

- Proven ER experience including advising on complex issues with the ability to apply current legal principles and associated risk assessment.
- Experience of providing diverse advice to managers on HR policy and people management issues
- Good knowledge and practical application of UK employment legislation
- Experience of supporting and conducting disciplinary/grievance investigations and hearings
- Experience of managing sickness absence
- Experience of working alongside trade unions and a good understanding of the trade union framework and associated collective bargaining agreements
- Previous experience of updating policies in line with employment legislation updates
- Experience of supporting consultations, restructures and reorganisation projects
- Proficient and workable knowledge of Microsoft Word, Excel and Powerpoint

Qualifications – desirable:

- Employment Law qualification or equivalent working knowledge

Knowledge/ Experience – desirable:

- Experience in supporting settlement agreement discussions and proposed ranges for settlement
- Experience in preparing for ACAS negotiations
- TUPE experience
- Knowledge of other international employment legislation including maritime law
- Experience in use of HR Database (eg SAP, Oracle) or equivalent
- Experience in consulting with Trade Union Representatives in relation to casework

Issue Date:		Issued by (name):		
REWARD ONLY	Grade:	RUI:	Date Approved:	Initials: