



Appointment of Deputy Industrial Relations Officer Information Pack

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April 2024

1. Advertisement

Cabinet Office

Appointment of Deputy Industrial Relations Officer

Job Reference: MIRS - 019083

Salary: £54,879 - £63,905 per annum (pro-rated)

Closing Date: 5pm on 10th May 2024

Body: Manx Industrial Relations Service (MIRS)

Location: Imperial Buildings, Bath Place, Douglas, Isle of Man

Employment Type: Permanent

Hours Per week: 37 (Applications will be considered from those who would prefer to work fewer hours and/or flexibly)

About the role

Would you like to work in a diverse role that has a huge impact on the Isle of Man's industrial relations climate? Applications are invited for the position of Deputy Industrial Relations Officer.

As part of a small team, the Deputy Industrial Relations Officer role is to maintain stable industrial relations within the Isle of Man through the use of their statutory powers. This role will offer impartial advice to employers, employees, trade unions and others to settle any disputes and disagreements both before and after the commencement of any Tribunal proceedings.

The role involves the provision of independent and impartial advice and guidance on a wide range of industrial relations matters and good employment and equality practices.

Everyone in our team takes pride in the work they do and works very hard for the Isle of Man in a friendly, supportive and knowledgeable environment. Our working environment is very busy and fast paced; annually we deal with over 10,000 enquiries, and the customer always comes first.

Working for the Manx Industrial Relations Service

We care, nurture and value our employees' wellbeing, development and career and place great importance on rewarding the commitment by our wonderful employees.

We support and promote flexible working, recognising the importance of working flexibly around your life and commitments and the benefits of improving work-life balance. We are happy to discuss flexible working arrangements where possible and if interested you should discuss this with the Recruiting Manager.

The Manx Industrial Relations Service is committed to promoting an inclusive culture that celebrates [equality, diversity and inclusion](#). We understand how a wide range of views and experiences can benefit us as we work together for the Isle of Man.

Making the Isle of Man your new home

A hidden gem in the Irish Sea, the Isle of Man boasts an extensive coastline, stunning natural landscapes and unspoilt beaches. There are an abundance of opportunities and lots of places to discover!

You can visit our great cafes, bars and restaurants, and become part of the Island's close-knit community. The island is well connected to the UK with quick, direct flights and ferries to many destinations.

Want to find out more about Island life? Visit <https://www.locate.im/> to find out why you should make your move to the Isle of Man!

Ready to apply?

We understand that you might have some questions about the role and the Recruiting Manager is on hand to support you. You can contact Nicola Batey (Interim Industrial Relations Officer) on 672942.

The Deputy Industrial Relations Officer is appointed by the Governor in Council under Section 5 of the Trades Disputes Act 1985, on the advice of the selection panel after consulting the Public Services Commission.

We want you to get the best out of your application, so we recommend reading our [Important Guidance Notes for Applicants](#) before applying to learn about our recruitment process.

Applications will be accepted up to midnight of the closing date specified. If you have difficulties applying online please contact the Recruitment Team on 01624 685753 or by email at CrownAppointments.CO@gov.im

2. Job Description

Job Title	Deputy Industrial Relations Officer
Grade	Analogous to SEO
Terms and Conditions	Appointed by the Governor in Council Analogous to the Isle of Man Civil Service Regulations (as modified to suit the role)
Responsible to	Industrial Relations Officer (IRO)
Responsible for	No management responsibility
Location	Ground Floor, Imperial Buildings, Bath Place, Douglas

What will you do?

As part of a small team, the role of Deputy Industrial Relations Officer (DIRO) will assist the IRO to maintain stable industrial relations within the Isle of Man through the use of their statutory powers. This role will offer impartial advice to employers, employees, trade unions and representatives to settle any differences that might arise.

The post holder will, in accordance with the Equality Act 2017, the Employment Act 2006 and the Trade Disputes Act 1985, provide conciliation in individual and collective complaints regarding alleged breaches of employment legislation.

The DIRO will deal with a wide range of industrial relations matters and good employment practice.

What does that involve?

To assist the Industrial Relations Officer by:-

- Offering advice and guidance in an impartial and independent manner to persons based on and off the Island, such as –
Employers, employers' associations and their representatives;
Individual employees and their representatives, registered trade unions and staff associations;
- Acting as a conciliator in a confidential, impartial and independent manner in accordance with the Employment Act 2006 and the Equality Act 2017 and all other employment legislation and regulations.
- Assisting in providing conciliation promptly and effectively to parties, and seek to avoid and to resolve Trade Disputes registered under the Trade Disputes Act 1985.
- Supporting the IRO to ensure that impartiality, independence and confidentiality of the MIRS is maintained.
- Assisting in providing a confidential and impartial mediation service.

- Researching and preparing draft reports, publications and factsheets.
- Ensuring the office complies with regulations regarding Data Protection.
- Monitoring administration functions and compliance issues within the office.
- The DIRO is not a budget holder but has delegated authority to authorise invoices/orders for MIRS up to £5000.00.
- Assisting with development and delivery of talks and bespoke training to a wide range of audiences, to help increase awareness of Employment Legislation and good working practices.

KNOWLEDGE, SKILLS AND TRAINING

The post holder should have:-

- Experience of dealing with practical employment and industrial relations issues including experience of dealing with dispute resolution of contentious matters, bringing about solutions and negotiating with Trade Unions.
- A solid understanding of the framework of employment and equality legislation, the practical implications, and best practice application in employment relations.
- An understanding and awareness of relevant issues and forthcoming changes in the employment legislation in the Isle of Man and across the UK.
- Evidence to demonstrate that they can maintain an independent and impartial approach when promoting the settlement of differences and disputes.
- Excellent communication skills, with an essential ability to deal with telephone, email and face-to-face enquiries often in difficult and upsetting circumstances
- The skills and flexibility to adapt and tailor options around the delivery of services offered by the MIRS to suit the needs of the individuals and groups seeking assistance.
- Relevant professional qualifications and training, such as CIPD, Workplace Mediation and/or Individual and Collective Conciliation Training.
- The successful candidate should be willing to undertake relevant job specific training some of which may be provided off Island.

This document is intended to be a guide to the general scope of duties and not a fixed specification. The job description is subject to change and will be reviewed at regular intervals with the post holder.

3. Person Specification

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Relevant HR/ Industrial Relations or business/management qualification or equivalent standard	E	CV/Application
Have evidence of Continuing Professional Development (CPD)	E	CV/Application
An appropriate Mediation qualification	D	CV/Application
Capability		
Solid experience of dealing with a wide range of industrial relations and employment law related issues	E	CV/interview
Experience of dispute resolution within the employment environment and negotiating with Trade Unions and staff associations	E	CV/Interview
A solid understanding and practical experience of all employment and equality legislation and its practical application as well as best practice	E	CV/interview
Experience of being able to work alone using own initiative and making decisions to solve problems	E	CV/interview
Being able to deal with a wide range of clients from different backgrounds, in a confidential, fair and impartial manner.	E	CV/interview
Able to influence and negotiate with parties in dispute	E	CV/interview
Capable of recognising, suggesting and implementing change to improve services	D	CV/interview
Knowledge of report preparation and giving presentations	D	CV/interview
Good level of IT user skills including MS Office applications	E	CV/interview
High level of analytical problem solving and decision making skills using own initiative. Ability to quickly grasp the salient points of an issue	E	CV/interview
Ability to act impartially and independently	E	CV/interview
Character		
Able to quickly establish and maintain effective working relationships with a wide range of contacts, often in difficult and adversarial circumstances	E	Interview
Demonstrate a patient and practical approach to dealing with issues.	E	Interview

Ability to build rapport and trust quickly	E	Interview
Reliable, flexible & resilient approach to work – able to respond positively to changing demands	E	Interview
Excellent communication skills	E	Interview
Ability to act with tact and diplomacy. Ensures that conduct is of a manner consistent with the authority and standing of the appointment.	E	Interview
Has personal credibility to guide parties in finding appropriate solutions to resolve employment disputes	E	Interview
Ability to work under pressure whilst remaining confident, calm and controlled.	E	Interview
Circumstances / Interests		
Isle of Man Worker	D	Application/interview and pre-employment checks
Current driving licence holder with access to own vehicle	D	CV/interview
Able to be flexible with working hours	E	CV/interview
The Deputy Industrial Relations Officer shall not carry on another role that is similar to, or the same as, that of a Deputy Industrial Relations Officer or be directly concerned in any such role either on the Isle of Man or in the United Kingdom.	E	CV/interview

4. Terms and Conditions

TERMS AND CONDITIONS DEPUTY INDUSTRIAL RELATIONS OFFICER

Though the running costs of the Manx Industrial Relations Service are met out of monies voted by Tynwald, the Island's Parliament, the Industrial Relations Officer and the Deputies operate independently from all other agencies of Government. Consequently, neither the Industrial Relations Officer nor the Deputies are members of the Island's Public Service but, for practical purposes, the terms and conditions upon which the appointment will be made are generally in accordance with the Isle of Man Public Service Regulations, except as stated below:

1. Tenure

The appointment is permanent, subject to retirement or termination of employment in accordance with these Terms and Conditions.

2. Duties

The duties are as set out in the Job Description, although this document is not exhaustive.

3. Remuneration

The current annual salary scale for the post is as follows:

£54,879 - £63,905

The salary is based on the IOM Civil Service Senior Executive Officer grade (points 32-36) which falls within Pay Band 25 and which is subject to annual review. This will be payable in 12 monthly instalments by Bankers Automated Clearing System (BACS) on the 25th day of each month or the nearest working day as may be determined by the Treasury.

The point of entry to the scale will take account of the relevant qualifications and experience.

4. Hours of Work

A normal working week of 37 hours (flexible /reduced hours will be considered). This will normally be spread over five working days, 9.00am to 5.30pm Monday to Friday, however attendance may be required outside of these hours. The salary is inclusive and no additional payments will be made for additional hours worked or attendance outside of normal office hours.

5. Superannuation

This is a pensionable role.

Subject to eligibility, the Public Sector Pension Authority offers a contributory pension scheme (the Isle of Man Government Unified Scheme 2011.) Arrangements exist for

the transfer of most pension rights. All enquiries with regard to this scheme should be addressed to the Public Sector Pensions Authority (Tel: 685598)

Note: Before making a decision on transfer of pension rights you are advised to check with the Public Sector Pensions Authority on the terms of the transfer as pension schemes are complex. You may also wish to seek the advice of a qualified Independent Financial Adviser before taking any decision.

6. Annual Leave

The provisions of the IOM Civil Service Regulations and the new terms for new starters & promotions agreement will apply in respect of the granting of annual leave, special leave, calculation of leave allowance, carrying forward leave, cash compensation etc.

Annual leave allowance:-

Service (years) (on entry)	Allowance (days)
1	21
3	22
5	24
8	25
10	27
	28

All applications for time off or related provisions under the Civil Service Regulations will require the prior approval of the Industrial Relations Officer.

7. Sickness Scheme

The provisions of the IOM Civil Service Regulations for and the New Terms for New Starters and Promotions Agreement will apply in respect of eligibility to sick pay, monitoring of sick absence etc. Full details can be found at <https://hr.gov.im/terms-conditions-for-employees/civil-service/section-e-sick-pay-scheme/>

These may provide for:

- during the first year of service – one months' full pay and one months' half pay
- during the second year of service – two months' full pay and two months' half pay.

during the third year of service – three months' full pay and three months' half pay in any 12 month period provided that there is a reasonable prospect of eventual recovery and return to duty and subject to the production of medical certificates

8. Termination of Office

a. By the Governor in Council

The Deputy Industrial Relations Officer may be removed from office at any time by the Governor in Council.

Removal from office would, save in the case of summary dismissal following a disciplinary process or premature retirement on ill-health grounds or retirement, be on the following basis:-

Less than 4 weeks' continuous service.	- Nil
Between 4 weeks' and 4 years' continuous service	- 5 weeks
4 years' or more continuous service	- 1 week for each year of service, plus one week (up to a max of 13 weeks)

Dismissal for good cause may include any of the following:-

- (a) the Deputy Industrial Relations Officer's inefficiency or capability (in which case the procedures to be followed, the Deputy Industrial Relations Officer's rights of appeal, etc., will be similar to those applicable to established civil servants); or
- (b) the Deputy Industrial Relations Officer's ill-health where there is not a reasonable prospect of recovery and return to duty (in which case the procedures to be followed, the Deputy Industrial Relations Officer's rights of appeal, etc. will be similar to those applicable to established civil servants); or
- (c) the Deputy Industrial Relations Officer's unsatisfactory conduct (in which case the disciplinary procedures and the Deputy Industrial Relations Officer's right of appeal will be similar to those applicable to established civil servants); or
- (d) some other substantial reason.

The Deputy Industrial Relations Officer may be suspended from office at any time for good cause.

b. By the Deputy Industrial Relations Officer

The Deputy Industrial Relations Officer may resign at any time by giving three months written notice to the Governor in Council, save in the event of ill health dictating a shorter notice period or where a shorter notice period is mutually agreed.

NOTE: For the purposes of interpretation of Civil Service Regulations:-

Any functions of the "Public Services Commission" or "Commission" in the Regulations shall be undertaken in respect of the Deputy Industrial Relations Officer by the Chief Executive Officer (Isle of Man Government), who shall advise the Governor in Council in relation to matters pertaining to the termination of office under this section.

9. Conduct and Performance

The Disciplinary Procedures in the Civil Service Regulations will be used, should the need arise, with appropriate amendments to reflect the nature of this office.

NOTE: For the purposes of the Discipline procedures in Civil Service Regulations:-

- (i) in the event that a complaint is made, and all references to the Minister shall be replaced by "the Governor in Council";
- (ii) all disciplinary matters relating to the Deputy Industrial Relations Officer will be dealt with by the Governor in Council, through the Chief Executive Officer (Isle of Man Government) and the Industrial Relations Officer. All references to the "Secretary of the Public Services Commission" shall be replaced by "Chief Executive Officer (Isle of Man Government)" and all references to the "Public Services Commission" or "Commission" shall be replaced by the "Governor in Council". Removal from Office would be in accordance with the provisions of this section.

10. Grievance

The Grievance Procedures in the Civil Service Regulations will be used, should the need arise, with appropriate amendments to reflect the nature of this office.

NOTE: For the purposes of the Grievance procedures in Civil Service Regulations:-

These procedures may be adopted if the Deputy Industrial Relations Officer has a grievance. In such cases the Grievance Handling Form shall be amended to delete references to the Civil Service. Any grievance against the Industrial Relations Officer will be dealt with by the Governor in Council, through the Chief Executive Officer (Isle of Man Government).

11. Travel and Transport

The Deputy Industrial Relations Officer is required to make transport arrangements for the performance of his or her duties for which no official vehicle will be provided.

It is the responsibility of the Deputy Industrial Relations Officer to ensure that, if his or her own private car is used in the performance of his or her duties, he or she is adequately insured against all third-party claims.

The Deputy Industrial Relations Officer will be eligible to claim travel, subsistence and out-of-pocket allowances in accordance with the Civil Service Regulations.

12. Outside Activities and Interests

The Deputy Industrial Relations Officer shall not carry on another role that is similar to, or the same as, that of a Deputy Industrial Relations Officer or be indirectly concerned in any such role either on the Isle of Man or in the United Kingdom (*or elsewhere*).

General Principles: While holding office the Deputy Industrial Relations Officer must ensure that his or her conduct is of a manner consistent with the authority and standing of the appointment. The Deputy Industrial Relations Officer must not, in any capacity, engage in any activity which might undermine, or be reasonably thought to undermine, his or her independence or impartiality. The Deputy Industrial Relations Officer may not undertake any task or engage in any activity which in any way limits his or her ability to discharge his or her duties to the full. The Deputy Industrial Relations Officer should so conduct his or her private affairs so as to minimise the possibility of conflict or embarrassment.

The rules as to the [acceptance of gifts, rewards and other benefits](#) for established civil servants shall apply.

13. Relocation Fees, and Expenses

Relocation fees and expenses will not be paid.

14. Variation of Terms

The provisions applying to established civil servants as set out in Civil Service Regulations may be updated, amended or augmented from time to time, and will similarly apply to this appointment.

5. Selection Procedure

Criminal records

The application form asks you about criminal records. As this post is not exempt, you are not required to disclose details of any previous convictions in accordance with the Rehabilitation of Offenders Act 2001.

Work Permit Information

If you are unsure about your Work Permit status, advice should be sought from the Department for Enterprise, telephone 682393 or via the website <https://www.gov.im/categories/working-in-the-isle-of-man/work-permits/>

Completing your C.V.

When preparing your C.V. please ensure it contains the following information:-

- Educational qualifications with grades and dates obtained*
- Training Courses attended (with dates);
- Full employment history with dates and reasons for leaving, including names and addresses of current/past employers;
- Any gaps in employment and the reasons for this;
- Current salary;
- Motivation and reasons for applying.

*You may be required to produce certificates or evidence of relevant qualifications;

Acknowledgements

All applications for the position of Deputy Industrial Relations Officer will be acknowledged. If you do not receive an acknowledgement to your application within 5 working days, please contact CrownAppointments.CO@gov.im .

Selection Panel

All applications will be considered by a recruitment and selection panel approved for this purpose by the Governor in Council.

Shortlisting

The Selection Panel will review each application against the requirements of the job description and person specification and determine a shortlist for interview. Applicants not shortlisted will be notified accordingly at this stage.

Selection

The Selection Panel will interview all shortlisted candidates and will make any recommendations for appointment to the Governor in Council thereafter. The successful candidate will be issued with a formal offer which may be subject to any outstanding pre-appointment checks such as health screening