

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Employee Relations Partner
Grade	PS11	Reports to (role title)	Area Commander Professionalism
		Directorate/School	Community Protection Group
JE Band	439-518	Service/Department	Surrey Fire and Rescue
		Date Role Profile was created	May-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<ul style="list-style-type: none"> Confidentially manages, with strategic oversight the full range of Employee Relations casework for Surrey Fire and Rescue (in collaboration with the SCC People Consultancy Team). Ensuring that casework is resolved in a timely manner and in line with legislation/ policy. Lead on the coordination of Firefighter Pension Scheme ill health retirement and injury award referrals with internal and external stakeholders. Lead on the referrals made through the 'Speak up' Service. SFRS' anonymous reporting line. Manage the SFRS Employee Relations inbox and ensure queries are answered or referred to, to the appropriate teams. Engaging with trade union colleagues to facilitate productive collaboration outside of JCCN meetings. Overseeing and supporting externally outsourced investigations for SFRS. Supporting the CFO and SLT to assess to assess risk and approaches to casework. Actively seek and act upon feedback from employees and managers in order to drive continuous improvement to the function. Provide open and honest feedback, challenge constructively and confidently to managers of all levels of the organisation. Supports the continuous improvement of SFRS' handling of ER cases, and ensures recommendations are followed up by relevant stakeholders. Leads the case support meeting mechanism, providing managers with informal support for people related concerns. Coaches and upskills managers in people related processes at all levels of the organisation. The role holder is required to demonstrate resilience in the face of setbacks, uncertainty or ambiguity and finds a way forward.
Work Context	<p>SFRS sits within the Community Protection Group (CPG). Its purpose is to protect and save life, property and the environment by contributing to the protection of people and making communities safer.</p> <p>The Employee Relations Partner acts as the lead for SFRS of all people related processes. The role works closely with a number of teams to be able to successfully coordinate and ensure the progression and successful conclusion of all casework (informal to ET level). One of these is the SCC People Consultancy Team, where the role provides SFRS insight and specialist advice, as well as supporting individual HR representatives with cases. Another is SCC Employment Legal team, by supporting complex and high risk cases to the service, including at Employment Tribunal level. The role also works closely with the People and OD team within SFRS to review people policies and processes, and supports/inputs into the training to upskill managers. The role requires responding to challenges by Trade Union representatives who are representing their members. Managers that require support are at all levels of the organisation, including the most senior within the organisation.</p>
Line management responsibility if applicable	Employee Relations Support Officer. Also, mentoring and support to the People Consultancy team with Fire industry knowledge and case work.
Budget responsibility if applicable	Budget reporting/cost sharing for Employment Tribunal (ET) claims, ill-health retirement and injury awards and management of the SFRS Admin and Business Support bank contracts.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. <p>Service Delivery</p> <ul style="list-style-type: none"> Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured. Lead major projects and reviews within a defined area of work to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high. level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>CIPD Level 7 Qualification, working towards, or equivalent experience. Understanding of the nuances and differences to other industries of the Fire & Rescue industry. Knowledge of the Firefighter Pension Scheme and its application ill health and injury awards. Awareness and understanding of the 'grey book' terms and conditions. Highly credible and able to work collaboratively with all areas of the organisation. Able to build lasting professional relationships with a diverse range of stakeholders. Resilient, curious, adaptable and creative in problem solving. Pragmatic and proactive and able to see things from multiple perspectives. Willing and able to undertake reasonable travel around and beyond the county.□</p>
Role Summary	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>

Reason for Benchmarking - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
A - Creation of a new role	Please provide context to the creation of this new role.	
B - Creation of a new role as a result of a reorganisation	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	
C - The profile has been reviewed to more accurately reflect the existing duties of the current role	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	The remit of the role has expanded with accountabilities higher than previously benchmarked. With the ER team expanding, the role will take on a more of a leadership and strategic role than current with decision making. Singular role, no other staff affected.
Date new role profile has been agreed with the role holder(s) Reason C of the business case only		10/05/2023
Current grade of the position - Reason C of the business case		PS10
The below two fields to be completed by non-school roles only		
OM Number of the position - Reason C of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		20139288
Manager's OM Number this role reports to - Reasons A,B, C		20124133

Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
Richard Priest	Area Commander	10/05/2023

Approval Section

Non-schools complete yellow parts, schools complete green parts

Requesting manager to confirm:

1. Head of Service/Headteacher for schools approval for the creation/amendment of the role
2. Senior Manager confirmation of the available budget (non-schools)

Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for benchmarking.

Position	Name	Date of approval
Head of Service	Dan Quin	05/05/2023
Senior Manager	Richard Priest & Elaine Owen	10/05/2023
Headteacher		
Pay Committee (where appropriate)		

To be completed and approved by HR

HR to confirm that the role is at a correct level within the particular Job Family

Position Title	Name	Date confirmed benchmarking to JE Coordinator
	Alice Bigger	17/05/2023

To be completed by JE Coordinator

Reference Number	
	BM-2023-185

Copyright © 2019 Surrey County Council