

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Employee Relations Support Officer
Grade	PS7	Reports to (role title)	Employee Relations Partner
		Directorate/School	Community Protection Group
JE Band	228-268	Service/Department	Surrey Fire & Rescue Service
		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	The role works closely with the SFRS Employee Relations Partner and the Area Commander Professionalism and supports them by undertaking administrative tasks that aid the coordination of ER case work. The role holder will act as a representative for the SFRS Employee Relations team and attend meetings on the team's behalf. They will liaise verbally and in writing with managers and other teams across the Service. Key parts of the role includes monitoring the SFRS ER inbox and maintaining the SFRS Case management system, as well as ensuring reportable case data is available, supporting managers in the preparation of meetings by booking room and ensuring there is a notetaker available. A 'Speak up Service' is being introduced in 2023 and the role will be involved in this project, and other ad-hoc ER related projects to drive quality assurance and continuous improvement to the department.
Work Context	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. The Employee Relations Support Officer reports into the Employee Relations Partner to support them with case coordination, administration and notetaking. The role also works closely with a number of teams to ensure the progression and successful conclusion of HR casework.
Line management responsibility if applicable	None.
Budget responsibility if applicable	None.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
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Details of the specific qualifications and/or experience if required for the role in line with the above description	•Willingness and able to undertake reasonable travel around and beyond the county if required •Ability to evidence administration and customer service/collaboration skills. •Experience or insight in the Fire & Rescue industry advantageous
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.
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