

## Job description (AFC: JM031/24)

Job title:	HR Advisor/ER Advisor	
Clinical Service Unit:	Human Resources	
Division:	Corporate	
Corporate Area:	Workforce	
Salary band:	6	
Responsible to:	ER Business Partner	
Accountable to:	Director of Workforce	
Hours per week	37.5	
Location:	MKUH	
Manages:	Direct reports:	0
	Indirect reports:	0

## Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our values of We Care, We Communicate, We Collaborate, and We Contribute we deliver more than just a quality patient experience because we:

- Deliver safe effective and high-quality care for every patient. We treat everyone who uses our services with dignity, respect and compassion and we treat each other as we would wish to be treated ourselves.
- We say #hellomynameis, we keep patients informed, involved, and engaged in their treatment and care; and each other about what's happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.
- We are #teamMKUH We work together and with GP's, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.
- We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join and play our part to make our hospital the best it can be. We acknowledge and share best practice so that others can learn what works well and we learn from others so that we keep improving the services we provide.

## **Aim of the role**

The post-holder is required to work as part of the Human Resources Team and will be responsible for delivering an operational HR service to the Trust in conjunction with the ER Business Partner ; the post holder is also responsible for corporate projects and strategic elements of the role as determined on an ongoing basis by the Head of Employee Relations & Business Partnering.

The post-holder is responsible for undertaking commissioned employment investigations which are principally as a result of, but not limited to, conduct, performance, right to work, fraud, and grievance matters. As the investigating officer and autonomous HR practitioner, the post-holder will be responsible for all parts of the investigation from receipt of the allegation or concern, through to making representations at hearings and tribunals as necessary. Representation at hearings would be conducted in conjunction with Case Managers. The aim is to ensure that all processes are undertaken in a way that supports a fair and just culture.

## **Key working relationships**

Internally

- Employees / staff
- Line Managers at all levels of the organisation
- Trade Union / other chosen representatives
- Occupational Health
- Finance, Payroll, and other departments as required by the role

Externally

- Solicitors as required
- External representatives for Employee Relations cases if required.
- External organisations as necessary for the role (e.g., Computershare)

## **Main duties and responsibilities**

### **Employee Relations**

To support fair and just culture panels as needed to ensure early decision-making regarding investigations is consistent and appropriate.

To work closely with the Case Manager and ER Business Partner to create Terms of Reference for each investigation, ensuring they are reviewed regularly and amended as appropriate, sending weekly updates on completion times for each case

To engage with subject matter experts where a clinical or specialist view or opinion is needed to understand or support findings

To advise the Case Manager of findings during the investigation, make recommendations, keep them up to date and to review decisions to suspend as new information is uncovered

To liaise with local counter-fraud specialists where referrals are made through the national counter-fraud team and to refer cases to them where an element of fraud is uncovered during an investigation

To advise the Case Manager on the ongoing management of the employee during the investigation, this could involve recommendations such as referral to absence management through the ER Advisory team or Mental Health First Aid Support

To provide all administration for the case, including organising a hearing date at early investigation stage in line with the policy to avoid delays due to panel availability. Planning each case in line with clear project management delivery timelines.

To interview witnesses, create witness statements and ensure their accuracy and that they are signed off.

Autonomous responsibility for the lawful and fair implementation of Trust HR processes through the investigation process, making decisions on interpretation of Trust policies through the process

Be responsible for regularly reviewing and interpreting conflicting, sensitive and contentious information received during the investigation on upsetting matters and producing it in a clear and fair way through production of an investigation report that explains the factual elements of the case in comparison to any assumptions made

Be responsible for reviewing the weight of the allegations against the factual findings and historical employment and determining recommendations for action as part of the written report production.

Utilising and analysing complex information and making judgements to ensure that cases are managed in accordance with policy and in such a way that the optimum outcomes are achieved, and the risk of Employment Tribunal claims are minimised. This can involve making decisions in respect of the way forward for cases and assisting in making decisions at disciplinary hearings.

Providing administration support for employment tribunal claims as required, and attending as a named witness as required

Facilitate formal mediation sessions between employees.

To autonomously provide expert advice and guidance to relevant managers / employees with regards to proactive and reactive operational HR case work in conjunction with relevant legislation and terms and conditions of service, referring cases to the relevant colleague for decisions on the way forward as appropriate. The range of case work will include, but is not limited to:

- Sickness Absence Management
- Disciplinary Matters
- Grievances
- Performance Management

- Probationary Period
- Flexible Working
- Organisational Change

Attending, leading, and participating at a wide range of formal meetings with management, staff, and Trade Union / other representatives; such meetings will include formal investigatory meetings, individual and group consultation meetings, and hearings / appeal hearings.

Be responsible for providing and receiving highly complex, sensitive, and contentious information (for example around redeployment, ill health dismissal and retirement, redundancy, organisational change, bullying and harassment) verbally and in writing.

Extracting reports from the Employee Staff Records database and taking a lead role in undertaking quarterly sickness absence review “spot checks” with managers to ensure staff are being appropriately managed in line with Trust Policy – formulating and adjusting plans as necessary in accordance with new information.

### **Management and Leadership**

Use a coaching leadership style to build relationships and influence managers.

Ensure effective communication with other colleagues to ensure consistency in advice and practice. Develop the people management capacity of operational managers through the provision of coaching and training for the Trust on Equality and Diversity and HR Policies and Procedures

Provide coaching to other employees as required to support their development – both externally to the HR Department, to the Recruitment Administrators and other trainees as required.

### **Training**

Deliver HR policy and procedural coaching and training to both managers and small / large groups (35+) on a regular basis.

Responsible for providing People Skills training (such as mediation) to staff.

### **Policy / Service Development**

Reviewing, writing, negotiating, and agreeing corporate HR policies - taking into account feedback from stakeholders (including management and staff side perspective) and both internal and external research.

Making proposals to policies / service issues which are being collated / reviewed by others and where there is a workforce element.

Keeping apprised of employment law legislation and ensuring HR advice is given in accordance with this.

## **Recruitment**

To provide guidance and advice to the Recruitment Team and relevant managers as and when recruitment related issues arise (including with regards advertising, pre-employment and pay issues) in order that any matters are resolved in a speedy and effective manner.

## **Agenda for Change**

To undertake and attend Job Evaluation panels on a regular basis – acting as the management representative to ensure all jobs are matched to pay bandings in line with national requirements. This requires regular use of local database and also the Intelligent Job Evaluation System (IJES) database.

Providing expert advice on job evaluation / Re-Grade issues in line with Trust Policy.

## **Payroll / Pension Issues**

Working with managers, employees, and payroll to resolve pay issues as required including ensuring the smooth processing of highly sensitive Ill Health Retirement Applications; analysing detailed information as required to this end.

## **Information Management**

Continuous monitoring and updating of Employee Relations Cases using the Trust's ER Case Tracker system. Responsible for monitoring and inputting/maintaining the Electronic Staff Records Database for Employee Relations/Visa Issues.

Identifying and flagging any data quality issues which are identified within Electronic Staff Records Database to ensure these are resolved.

Reviewing the regular corporate reports provided by the Workforce Information Team and ensuring all employee relations issued have been picked up and issues dealt with (for example with respect of long-term sickness cases, pending fixed term contract expiries, pending maternity end dates, potential professional registration expiries).

Utilise Trust equipment such as laptops and ER systems.

To undertake project work as required

Note: as a term of the post holder's employment, the postholder may be requested to visit off-site establishments to deliver training at an off-site facility, or to attend an Employment Tribunal.

## **Key Performance Indicators**

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

## Effort, skills and working conditions

<b>Physical skills</b>	Keyboard skills for typing reports, email use, writing statements.
<b>Physical effort</b>	Office based, involving periods of sitting in a restricted position.
<b>Mental effort</b>	Concentration for complaints, report writing, giving advice, frequent interruptions for advice, queries
<b>Emotional effort</b>	Deals with highly sensitive issues including long term sickness, redeployment & redundancy, grievance & discipline including advising / supporting staff who have terminal illness and their managers.
<b>Working conditions</b>	Office conditions & VDU use.

## Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

## Personal development and training

MKUH actively encourages development within the workforce and employees are required to comply with Trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

## General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to: -

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,

ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 2018.

All staff have a responsibility for safeguarding children, young people, and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The Trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The Trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

All staff are required to maintain professional standards such that they can pass all NHS Employer's standard pre-employment checks, including Fit & Proper Person Regulation tests for VSM roles, throughout the lifetime of their employment at the Trust.