



King's Trust

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Employee Relations Advisor	PAY BAND:
FUNCTION:	People & Learning (P&L)	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The People & Learning team are responsible for the recruitment, training, policy, development and safety of all colleagues and volunteers across the Trust, underpinning all our work with young people.	

WHERE YOU WILL FIT

CEO	Director of People & Learning	Head of Employee Relations & Policy	Employee Relations Advisor
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Your role helps strengthen relationships at The Trust by providing managers with the tools they need to effectively manage their teams, whether this is supporting their staff through life events, settling disputes between colleagues, or dealing with performance or sickness issues. You will actively work with the organisation's key internal stakeholders to determine the approach to people policy. Through our policies, we enable the organisation to run smoothly, support culture, good judgment and flexibility. Your role is also involved in various Trust-wide initiatives, including Diversity and Inclusion.

WHAT WILL YOU DO?

- Manage employee relations caseload in relation to absence, performance, disciplinaries and grievances, and escalating complex issues to the Head of Employee Relations.
- Advise Managers on the application of policy and best practice.
- Applying case law when dealing with employee cases to ensure we are in line with current legislation.
- Supporting the team with policy and process updates.
- Delivering training to line managers on policies and procedures.
- Initial point of contact for queries from the HR Helpdesk.
- Maintaining and monitoring costs against the allocated budget for Occupational Health reports and legal fees.
- Actively contribute to EDI initiatives, for example, the development of toolkits and guides to support the management of a diverse workforce.
- Document and implement occupation health, reasonable adjustments and access to work recommendations for employees while having close coordination with external vendors and internal departments.
- Coordinate with line managers to organise welfare meetings while documenting and implementing appropriate steps to improve employee wellbeing.
- Constantly update knowledge and understanding of employment law and best practices using different sources.
- Test and adopt different new AI assisted technology solutions to streamline ER processes.
- Responsible for actively contributing to an equitable, diverse, and inclusive workplace.



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THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Basic understanding of employment law and best practice.	To mitigate risk to the Trust when supporting line managers with cases.
Personal skills include being credible, efficient, organised and solutions-focused, with a highly developed eye for detail and accuracy.	You will be handling multiple cases ranging from disciplinaries, grievances, and absence management. It will be important to record these cases on the casework log and our system (known internally as People Loop).
Excellent communication skills.	You will be communicating complex information with key stakeholders regularly.
Problem-solving skills.	Whilst you will apply employment law to cases, there may not be a clear and straightforward solution, and you may need to choose between one of many options which will involve being able to advise line managers on how to best handle these cases.
Experience	Why do we need this?
Able to demonstrate experience in handling own caseload.	You will be the main point of contact on your caseload, and you will need to maintain the database of employee cases.
Experience in managing and influencing stakeholders in a challenging environment.	From time to time your approach or opinion may not be the same as others and you will need to manage these different opinions as well as maintain ongoing relationships. will be used when dealing with complex ER cases.
Experience in conflict management.	You will manage cases where multiple individuals will be involved with competing priorities and views.
Demonstrable experience in coaching and supporting managers to effectively handle ER queries.	Your key stakeholders will be line managers, and your role will entail you to support and coach them with their ER cases. You will act as an advisor to them, empowering them to make the best decisions for the Trust.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of supporting colleagues with a disability and removing the barriers to employment by way of reasonable adjustments.	To support our plans around the Disability Confident Scheme.
Skills & Knowledge	Why do we need this?
Working towards CIPD, employment law qualification or equivalent by experience.	Demonstrable evidence that you hold relevant qualifications required for the role.
Sound knowledge of the Trust's policies and processes.	To be a trusted advisor on the application of these for those you support.
Strong awareness and understanding of the importance of Equality, Diversity & Inclusion (EDI), both in managing ER cases and supporting the wider Trust Strategy.	EDI is a key priority for the People & Learning Team and this role is at the centre of driving the EDI Action Plan approach across The Trust.
Technological proficiency.	Ability to use AI to enhance employee relations issue resolution time frame and processes. Use of Office 365 and SharePoint tools to improve productivity.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and PULSE (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in the delivery level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do</p> <p>You keep young people and our end goal in mind</p> <p>You build trust in others by demonstrating reliability</p> <p>You engage in challenges with optimism and resilience</p> <p>You're authentic and bring your unique talents to work, encouraging others to do the same</p>	<p>You seek out opportunities afford by change, adapting accordingly and to enhance own development and build expertise.</p> <p>You suggest improvements and alternative approaches wherever appropriate</p> <p>You give and receive feedback, harnessing new information to improve your own performance</p>	<p>You're approachable, clear and professional</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly.</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>You listen to others with empathy and sensitivity</p> <p>You act as an ambassador for The Trust whenever communicating externally</p>	<p>You offer support to colleagues and ask for help when needed</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>You build relationships with others across The Trust and externally, where appropriate</p> <p>You act as an ambassador for your own team across The Trust</p>	<p>You manage projects effectively; planning, organising resources and reprioritising as required</p> <p>You monitor progress towards milestones, taking actions to ensure deadlines are met</p> <p>You make effective, data-driven decisions, considering consequences and consulting with others where appropriate</p> <p>You take the initiative to solve problems and develop several potential solutions</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.