Queen Mary
University of London



# Job pack

## Message from the President and Principal



Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

qmul.ac.uk

Athena Swan Silver Award

Diversity & Equality Queen Mary

## Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical,** acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

### Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- Season ticket loan scheme
- Pension scheme
- Reward and recognition schemes
- Staff Networks
- Cycle to work scheme
- Qmotion sport fitness centre
- Employee Assistance Programme
- Family friendly policies
- Flexible working practices

# Job description

| Job details | |
|---|---|
| **Job title** | Senior Employee Relations Advisor |
| **Department** | Human Resources |
| **Reports to** | Employee Relations Manager |
| **Grade and salary** | Professional Grade 5, £45,174 - £52,790 per annum |
| **Hours per week** | **Full-time** |
| **Appointment period** | Indefinite |
| **Current location** | Dept W and Mile End |
| **Work activity type** | Professional Services: Admin/Operational/Technical and Support |

## Job context

Working with colleagues across the institution, Human Resources at Queen Mary is critical to the development and delivery of many aspects of the University's Strategy 2030. The HR Directorate facilitates the recruitment, development, engagement and retention of talented colleagues, helping to create a culture which is both vibrant and inclusive.

The role has been developed to enable the effective delivery of the ambitious People and OD strategy and also to ensure that the HR function is able to deliver on the Professional Services change principles. The Senior ER Adviser will work with relevant stakeholders, supporting, guiding and helping enhance people capabilities, performance and efficiency.

The HR Function sits within the Professional Services area and is part of the professional services group that enable and facilitate the success of our students and academics. Along with other professional service areas the HR department seeks to deliver value for money through efficiency, economy, effectiveness and equity.

## Job purpose

The Senior ER Adviser is responsible for delivering high quality, professional and effective HR advice, guidance and support to managers related to all aspects of people management including the use, interpretation and implementation of a suite of HR policies. The role holder will be allocated to work with a nominated portfolio group, but will be expected to work flexibly across Queen Mary where demand requires this.

The role holder will operate in a supportive and coaching way in providing robust and pragmatic support to enable managers to develop confidence and competence to effectively deal with the whole range of people management issues.

## Main duties and responsibilities

### Employee Relations

- Manage all aspects of Employee Relations Casework for the portfolio group, seeking advice and working collaboratively with the ER Manager, as required, on complex casework.

- Support line managers through provision of timely, appropriate and effective advice and guidance in all areas of employee relations (ER) (e.g. probation, performance management, grievance, discipline, sickness absence, etc.) and do so in a creative and pragmatic way in accordance with existing policies and procedures.

- Provide support and guidance to line managers in all areas of dealing with formal and informal ER issues, including how to effectively manage and conduct informal and formal meetings including the necessary preparation and follow up.

- Build strong, credible relationships and conduct regular meetings with stakeholders to evaluate progress, identify and agree the challenging issues where further support is required.

- To take the lead on ensuring the ER casework management tracker is kept up to date for all cases, both formal and informal, liaising with ER colleagues as required. To run regular reports and provide clear factual updates to managers and HR colleagues to support effective management information, informed decision making and timely case management.

- Under the guidance of the ER Manager, to support, guide and coach managers on the operational implementation of change programmes, including relevant support during group and individual staff consultation meetings and meetings with the trade unions.

- To coordinate case panel organisation and other administration as requiredTo arrange and lead workshops for managers and/or drop in clinics providing guidance on all relevant HR/ER policies.

- To keep up to date with developments in Employment Legislation and contribute to the development of HR policies as required.

- To participate on the Job grading and evaluation processes and contribute to panels as required.

- Attend relevant management meetings to highlight and discuss ER activities and interventions required and to provide on-going support to portfolio group.

**Other Responsibilities**

- Establish and develop effective professional relationships with University colleagues.

- To adhere to Queen Mary's Equal Opportunities policy in all activities, and actively promote equality of opportunity wherever possible.

- To be responsible for your own health and safety in accordance with the Health and Safety at Work Act (1974) and other relevant legislation.

- To work in accordance with the General Data Protection Regulations (GDPR) 2018 and to ensure that all systems, record collection and retention schedules are detailed in accordance with current University procedure and legislation.

**The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role as reasonably requested by their line manager.**

**This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.**

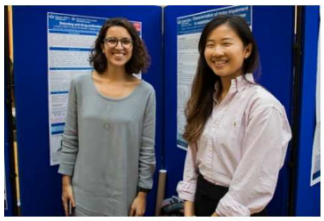
**Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.**

# Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

**Essential:** Requirements without which the job could not be done.
**Desirable:** Requirements that would enable the candidate to perform the job well.

| Qualifications | Essential | Desirable |
|---|---|---|
| Degree level qualification or equivalent professional experience | ☒ | ☐ |
| Level 5 CIPD, or equivalent through experience, and membership of the CIPD | ☒ | ☐ |
| **Experience/Knowledge** | | |
| Experience of advising managers on the resolution of ER cases | ☒ | ☐ |
| Experience of dealing with and responding to Employment Tribunal claims and correspondence from ACAS | ☒ | ☒ |
| Experience of supporting managers and staff through an effective change process (including cultural and ways of working) | ☒ | ☐ |
| Experience of and ability to help develop policy and procedures to enable pragmatic application of these in the workplace | ☒ | ☐ |
| Experience of coaching, mentoring and developing staff | ☒ | ☐ |
| Experience of setting up administrative processes and systems | ☒ | ☐ |
| Experience of working in Higher Education or a similar public sector environment | ☐ | ☒ |
| Understanding of relevant legislation e.g. employment law, data protection | ☒ | ☐ |
| Understanding of best practice employee relations | ☒ | ☐ |
| **Skills/Abilities** | | |
| Proficient in the use of the Microsoft packages including Excel, PowerPoint, Word and other databases | ☒ | ☐ |
| Ability to establish and build credible professional relationships with stakeholders. | ☒ | ☐ |
| Ability to problem solve and use own initiative | ☒ | ☐ |
| Flexible and adaptable to changing needs of the team | ☒ | ☐ |
| Excellent attention to detail | ☒ | ☐ |
| Ability to respond in a calm and reassuring way when dealing with sensitive staff issues | ☒ | ☐ |
| Ability to display tact and discretion | ☒ | ☐ |
| Strong organisational and time management skills | ☒ | ☐ |
| Excellent written and verbal communication skills | ☒ | ☐ |
| **Other** | | |





| | | |
|---|---|---|
| *The ability to meet UK 'right to work' requirements. | ☒ | ☐ |

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment.

**Visa Sponsorship**

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

**Global Talent Visa Route**

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: https://www.gov.uk/global-talent

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: https://www.gov.uk/browse/visas-immigration/work-visas

**Academic Technology Approval Scheme (ATAS)**

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate






## EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI). We hold a Silver Institutional Athena SWAN award for advancing gender equality and champion a number of EDI initiatives across the University. We also offer a number of development programmes including Springboard, Aurora and B-MEntor.
We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

## Flexible Working

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our Flexible Working Policy includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

## Family Friendly Policies

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of family friendly policies with enhanced rates of pay available for family-related leave, following a qualifying period of service.

## Further Information

**Details about the Department can be found at:**

https://www.qmul.ac.uk/human-resources/

Informal enquiries should be made to:

**Name: Vinu Bhudia**

**Tel: n/a**

**Email: v.bhudia@qmul.ac.uk**

### General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

