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| A | **Post Details** |
|  | Job Title: | Head of Employee Relations | Function: | People Team  |
|  | Location: | Four More London | Unique Post Number: |  |
|  | Reports To: | People Director | Grade: | SMG |
| B | **Purpose of the Job** |
|  | To drive change and improvements in working practices through effective trades union and employee engagement. To understand, influence and suggest ways of improving business processes and employee involvement to make Southeastern a better place to work.Responsible for maintaining a positive relationship with employees and the trades unions whilst ensuring the consultation/negotiation of all change programmes, HR policies and procedures are undertaken in accordance with the procedural agreements. Overseeing case management to ensure effective resolution for employees and the business.  |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8 | Identify employee relations implications of the short / long term company plans highlighting perceived problem areas. Develop an employee relations strategy to meet the company’s objectives whilst mitigating risk. Take the lead role in all planning all significant staff restructuring initiatives, maximising the benefits for the company whilst ensuring that effective communications takes place at all levels.Ensure the correct application of the collective bargaining procedures and interpretation of employees’ terms and conditions ensuring maximum cost benefits to the company whilst avoiding any unnecessary delays.Assist in the development of the individual case management strategy by ensuring that high profile cases are managed and other cases are resolved quickly and lessons are learnt. Assist line managers in the interpretation of agreements relating to employees’ pay, terms and conditions ensuring timely implementation and consistent application.Organise and chair regular Company Council meetings ensuring that all issues are addressed in a timely manner. Support the business leads by either chairing or actively facilitating negotiations and consultations with the Trade Unions and Company Councils on Company wide issues including annual pay and conditions reviews.Act as the point of contact for Trades Unions, responding to items of correspondence in a timely manner and progressing all issues with relevant directorates.  |

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| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes |  | No | **🗸** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | Yes |  | No | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | **🗸** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below)  | Yes |  | No | **🗸** |
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| D6 | The post holder has the following specific safety responsibilities: |
|  | None |
| E | **Decision making Authority** |
| E1 | Ensure compliance with Employment Law and TU legislation |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1 | Management of TU relationship and influence of company and union priorities |

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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These areWe care passionately about our people and passengers* + we put ourselves in our passengers’ shoes to do what’s right for them
	+ we support our colleagues to be, feel and do their best
	+ we love the places we serve and do our bit for our communities and environment

 We aim to be the best* + we move with pace, we’re agile and learn from everything
	+ we relentlessly strive to be the best
	+ we are professionals with personalities

We make the difference together * + we are answerable to each other and our passengers
	+ we trust each other and do what we say we will
	+ we are stronger together than we are as individuals
 |
| G1 | Experience, Knowledge & Qualifications (including any specific safety training requirements)CIPD qualified.Good academic qualification.Substantial practical knowledge and experience within Employee Relations Management, supported by significant HR knowledge experience.In depth knowledge of Conditions of Service including contractual matters.Experience of negotiating with unions. |
| G2 | Skills (including any specific safety critical competencies) Excellent interpersonal skills and the ability to perform effectively in a consultancy role, as well as to influence decision-makers.Strong negotiation skills.Resilient and able to operate under pressure and deal with difficult situations.Good planning and organisational skills.Problem Solving- Identifies potential difficulties and causes, generating workable solutions and making rational judgements. |
| G3 | Behaviours Demonstrate of how you have and can think ‘what if’, ‘make great things happen’ and ‘Put People First’ |
| G4 | **Other** |

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| H | **Dimensions of role** |
| H1 | Financial – Direct: None |  |
| H2 | Financial – Other: Significant – impact | Of employee T&Cs |
| H3 | Staff Responsibilities – Direct: 4-6 |  |
| H4 | Staff Responsibilities – Other: |  |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  **J** | **Job Description Briefing** |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements**  |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |