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| **JOB DETAILS** | |
| Job Title | Employee Relations Specialist |
| Function / Department | HR-Payroll-Reception |
| Location | Support Office |
| Reporting To | Senior Manager, Employee Relations |
| Direct Reports | N/A |
| Date | November 2024 |

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| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:**  Through the provision of expert employee relations advice, coaching and development, the Employee Relations Specialist will support and empower business leaders to promote a positive culture by delivering fair and consistent application of organisational policies and procedures. The role holder will support the Senior Manager, Employee Relations, in developing the Domino’s employee relations strategic agenda, including building organizational capability and empowerment through the application of a strong policy framework, employee engagement initiatives and building effective ways of working with Employee Forums and recognized trade unions. |
| **Key Responsibilities/Job Tasks:**   * Act as the Employee Relations lead when the Senior Manager: Employee Relations is unavailable. * Provides expert risk based advice and solutions to the business in both the UK and ROI on all employee relations matters. * Partners with the Supply Chain General Managers ensuring proactive steps are taken to minimize operational disruption due to employee relations issues- identifying areas for improvement. * In partnership with the ER team, ensure the provision of high quality, consistent ‘right first time’ advice, coaching and support to line managers. * Provide support on escalated complex cases/employment tribunals/WRC matters (and in conjunction with external legal provision as needed) by providing timely and accurate employee relations counsel and guidance. * Lead on the implementation of Company projects and initiatives across the UK and ROI which require ER input in order to ensure a smooth implementation with managed risks. * Provide expert advice on ER cases acting as an escalation point/coach/mentor for the ER Advisors. * Support the development and on-going maintenance of an engaging HR Policy Framework and guidance/processes. * Lead on the development of line manager capability in the understanding and application of employment law, policies and ER practices to ensure consistency and ultimately drive line manager accountability. * Lead the development of an engaging framework and ways of working with the Employee Forums, including organization of regular meetings and engaging the Forum in various initiatives. * Using employee relations data, insights and best practice, develop effective relationships and partnerships with the business and the wider People team to promote good employee relations across the organisation. * Play a key role in embedding the Domino’s values and leadership behaviours across the business. * Be an ambassador for Inclusion & Diversity across the business ensuring we take the right action to promote Domino’s as a place where people can bring their true self to work daily. * Leads on the Union relationships, including pay negotiations in Warrington, creating and maintaining a constructive and successful working relationship. |

The following sections consist mainly of a series of questions related to specific skills/job requirements. You should focus on the role rather than the individual when considering the most appropriate answer and should base the response on what you consider to be the normal features of the job which are typical of the job and its usual working conditions over the year.

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| **SKILLS & JOB REQUIREMENTS** |
| **Strategic Responsibility**  Please provide details of the level of responsibility the role has for setting strategy: (Please indicate if a role has accountability for setting or inputting into a specific strategy e.g., a Functional Strategy, please confirm if it is Significant)  Will input into the Employee Relations strategy in conjunction with Senior Manager, Employee Relations. |
| **Problem solving**  Please provide details of how the role resolves problems/issues on a daily basis: e.g. Does the role use straightforward common sense? Does the role make straight forward judgements and is guided by precedents? Does the role evaluate multiple sources of information in complex or novel situations?  The role evaluates multiple sources of information in complex or novel situations |
| **Decision making**  What level of **decision making** is required of the role and on what decisions does it impact? E.g. there is little requirement for decision making in the role, or role makes decisions within defined procedures, or r, or role makes decisions within broad business guidelines where there are few or no policies available.  The role makes decisions within a policy framework. |
| **Communication**  Please outline the type of communication skills required: e.g. is basic common courtesy required, or regular exchange of factual information, or are influencing or negotiation skills required as an essential requirement of the role?  Influencing and coaching skills are a requirement. |
| **Innovation**  To what extent does the role contribute to and manage change, e.g., suggest improvements to products/processes or contributes useful ideas or regularly recommends improvements on existing procedures and quality within own area, or develops/adapts new existing processes for increased quality/efficiency or continuously searches for improvements in techniques which add value to the business and has full responsibility and accountability for implementing these.  Contributes useful ideas/recommends improvements/develops new processes on existing/new policies & processes. |

Please summarise the levels of minimum education, knowledge, skills and experience this position requires (e.g., if you would be recruiting to fill this position, what aspects of background or knowledge would you expect a successful job applicant to have?)

Note: This may differ from the current job holder’s own skills and experience

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| JOB SPECIFICATIONS | |
| 1. Professional Qualification | CIPD qualification or Bachelor's degree in Human Resources, Business Administration, or a related field desirable. |
| 1. Knowledge | Expert knowledge and application of employment law.  Significant experience of case management and specialist knowledge of ER practices and processes, especially complex cases involving the employment tribunal and conciliation processes.  Experience of working in a fast-paced, lean multi-site consumer business  Experience of Trade Unions is preferable.  Generalist knowledge of HR and the range of activities in the employee lifecycle. |
| 1. Skills/Ability | Ability to demonstrate presence and credibility within the organisation through excellent communication and influencing skills both verbal and written.  Strong analytical and problem-solving abilities, with a focus on process improvement and efficiency.  Exceptional communication and interpersonal skills to effectively collaborate with stakeholders at all levels.  Sensitive people skills: a high level of emotional intelligence and wide understanding of people issues.  Commercially aware, able to prioritise and plan with the ability to make sound judgments about issues that may have an adverse effect on the business from an ER/ risk perspective.  Ability to coach and influence leaders at all levels in relation to the resolution of complex ER issues. |