**Specialist: ER Advisor**

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| **Role purpose:**  To deliver a consistent and high quality HR Services experience with regards to Employee Relations. To align to global standards in order to ensure a consistent, efficient and effective | |
| **Key accountabilities and decision ownership :**   * To be the first point of contact to the business for all ER process and policy queries and/or issues. * To provide an end-to-end case management service with regards to all ER processes, including but not limited to poor performance management, grievance management and sick leave management. * Providing support and consultation to both staff and line management throughout the ER process. Liaise with the Employment Law division on complex cases. * To facilitate the end-to-end case management of the Income Continuation Benefits (ICB) process. This includes acting as liaison between the Insurer and other stakeholders and to facilitate the payment logistics as applicable. * To facilitate, investigate and appropriate close HR related Speak Up cases * Build and maintain relationships/clarify expectations with key stakeholders. * To be involved in sub- project deliverables on needs driven basis. * Keep abreast of latest HR trends (best practice), tools and techniques through networking and monitoring the micro and macro environment. * Maintain current reporting requirements to the relevant stakeholders and create and enhance ER related reporting   **Key performance indicators:**   * Working with People * Relating and Networking * Achieving Personal Work Goals and Objectives - exclude * Planning and Organising * Adhering to Principles and Values * Delivering Results and Meeting Customer Expectations * Adapting and Responding to Change * Writing and Reporting * Presenting and Communicating Information * Persuading and Influencing - include * Deciding and Initiating Action * Applying Expertise and Technology * Analysing - include | **Core competencies, knowledge and experience :**  **Knowledge**   * Labour Legislation, BCEA * Employee Relation Practices * HR policies and procedure * Microsoft Office software packages * SAP (advantage) * HR processes (advantage) * HR Theories and Models * Business Understanding   **Skills**   * Communication/engagement * Evaluation * Consulting * Interpersonal * Negotiation * Judgement * Decision making * Problem solving * Rapport building skills * Conflict resolution skills * Relationship Building * Presentation and reporting skills   **Experience/Competencies**   * 3-5 years’ relevant experience in HR related field/ER (essential) - with Degree/Diploma   **Must have technical / professional qualifications:**   * 3yr Degree/Diploma in HR/ER related field – essential * Honours degree in HR/ER related field - desirable |
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