**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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