

## ROLE PROFILE

<b>Role Title</b>	Junior ER Specialist	<b>Location</b>	Glasgow/ Bristol/ Dublin/ London Hybrid Working
<b>Business Unit</b>	HR	<b>Job Family</b>	HR Advice
<b>Reports to Role Title</b>	HR Advice Manager	<b>Sub Family</b>	
<b>No.Direct Reports</b>	0	<b>Channel</b>	
<b>No.Locations</b>		<b>Financial</b>	
<b>Business Unit Respons.</b>		<b>Other</b>	Travel required

### PURPOSE

**C&C Group plc is a premium drinks company which owns, manufactures, markets and distributes a unique portfolio of beer and cider brands in its home markets and across the globe. You probably know us best from brands like Bulmers, Magners and Tennent's.**

Working as part of a collaborative team of ER Specialists supporting the diverse organisational functions within the C&C Group plc across the UK and Ireland. The Junior ER Specialist will champion best practices and foster positive employment relationships between our colleagues and the organisation through inclusive, proactive and pragmatic employee relation practices including organisational policies and procedures.

Knowledgeable in the wide range of legal provisions that apply across the UK & Ireland in managing employee relations, ensuring the continuous development of policies and procedures to maintain compliance with employment legislation. Able to build relationships with people managers across the organisation, providing accurate advice on the resolution of employee relation matters in end to end case management.

Supporting the communication of key legislative changes to people managers. Contributing to a culture of continuous improvement working closely with the HR Business Partnering Team and other HR Functions, focusing on partnership, delivery and shared learning.

### CORE ACCOUNTABILITIES

#### Employee Relations Case Management

- Provide accurate and consistent advice and guidance to managers primary and secondary level employee relations matters.
- Take ownership of casework from initial report through to completion, coaching managers to achieve good solutions.
- Minimise risk to the organisation by ensuring employee relation practices are accordance with legislation and company policies.
- Provide direct and in person support where necessary.

#### Organisational Change

- Support HR Business Partners and ER Specialist with the administration of organisational change projects including; reorganisation, redundancy and TUPE programmes.
- Aligned to the HR Strategy, support other key projects within the wider HR Team.

#### Policies and Procedures Development

- Contribute to the development, engagement and implementation of policies and procedures to support the organisations compliance with external legislation and regulations.
- Support the ER Team in maintaining and revising current documentation including; letter templates, policies, procedures, contracts and guidance that pertains information relating to employment legislation.
- Develop guidance and internal resources to support managers and the wider organisation in the application of policies and procedures.
- Identify risks and instances of noncompliance with the organisation's policies and procedures escalating issues as appropriate.

#### Internal Relationship Engagement

- Build effective working relationships within the internal stakeholders, delivering a professional services.
- Coach and support managers in aspects of people management including; AWOL, disciplinary, absence management, and flexible working processes to ensure compliance to both company policy and employment legislation.

- Adopt a continuous improvement approach and encourage managers to identify and implement key learnings and improvements.
- Host regular stakeholder engagement conversations with key business functions to discuss HR metrics, trends and current employee relations matters.
- Contribute to the development and facilitate people management training enhancing capability and knowledge.
- Build collaborative relationships with HR Business Partners providing timely updates on ER matters.

#### External Relationship Management

- Liaise with ACAS regarding dispute resolution matters, collaborating with HR Business Partners and Stakeholders at each stage of the process.
- Collaborate with third party providers such as Occupational Health and other medical services to support Manager in seeking information and guidance.

#### Documentation, Data and Analysis

- Maintain accurate up to date records on all employee relations matters within the case log.
- Accurate administration and recording of documentation to support employee relation case work.
- Support the review and analysis of key ER metrics.

#### Legislative Expertise

- Keep abreast of changes to UK and Irish employment legislations and best practice supporting the organisation to maintain legal compliance and enhance the employment relationship.
- Share knowledge during interactions with Managers and contribute to distributing key legislative updates to the wider organisation.

#### Personal Capability Building

- Develop own capabilities by participating in assessment and development planning activities as well as formal and informal training and coaching.
- Develop and maintain an understanding of relevant technology, external regulation and industry best practices through ongoing education, attending conferences, and reading specialist media.

### CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE

#### Internal

- People Managers
- HR Team
- All colleagues

#### External

- ACAS
- Occupational Health and GP surgeries
- Case management systems

### KNOWLEDGE/ EXPERIENCE/ SKILLS

- Foundational employment relations knowledge within a fast-paced environment.
- Proven ability of managing high work volumes.
- Experience handling low risk employee relations matters.
- Knowledge of UK & Irish employment legislation.
- Experience managing small-medium HR projects and working collaboratively with colleagues in a center of excellence/shared service environment.

### PROFESSIONAL QUALIFICATIONS & EDUCATION

- CIPD qualified (desirable)

### TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES

- Ability to build trusted relationships with key stakeholders
- Collaborative specialist able to work as within a team environment
- Skilled in managing high volumes of work and prioritising focus
- Excellent communication skills with strong attention to detail
- Curious, question the norm and seek to proactively improve practices

Job Code		Reward Level		TW Grade	
Salary Survey Ref		Career Level		Date Created	
Salary Min		Salary Mid		Salary Max	