

Senior Advisor, Employee Relations

Role Description:

To coordinate, provide administrative support to the Employee Relations team and sound ER advice to internal and external stakeholders; working to agreed processes and Service Level Agreements with a particular focus on resolving customer queries and supporting the ER Casework Consultants. Acting as the 1st line of response for all contact into the Employee Relations team; effectively planning and prioritising workload to deliver operational requirements, providing management information and reporting. Adopting a proactive approach to find solutions and keep customer service and resolution of queries at the forefront. Provides a professional service for internal customers ensuring they receive a first class experience.

RUI:	1371	Grade:	CUK Level 12	DBS check required:	Not Applicable
Directorate:	Carnival UK	Reports to:		Employee Relations Manager	
Function:	People	Team:		Employee Relations	
Direct reports :	None				

Accountabilities

Employee Relations

- Manage the Employee Relations inbox and answer 'one and done' type queries wherever possible
- From start to finish, manage and own resolution of longer term queries or issues in a bid to limit escalation to a case; be aware of risk and coaching managers of the same, mitigate risk for the business
- In periods of Collective Consultation, be responsible for updating published FAQ's regularly, and supporting stakeholders eg People Support and CSSI with updated information and guidance to enable seamless response to queries
- Support, as directed, review and/or creation of policy and supporting documentation – this will be led by ER Consultant and owned by relevant People Team
- Apply generalist ER knowledge, advise and use judgement to escalate/seek expert input if necessary; Support managers in low risk Employee Relations casework with support from ER Consultants where necessary
- Log and track all incoming casework from notification to outcome
- Provide statistical reports and analyse patterns of trends on a regular basis; respond in a timely manner to adhoc information requests and make recommendations to improve the collection of and format of data relating to ER
- Provide support to the ER team with regards to note taking and casework administration and case discussion
- Manage training schedule and bookings for colleagues across the business, taking part in any ER training courses and assisting delivery
- Manage investigations of complaints/issues raised by global colleagues using the Carnival Corporation Compliance hotline and report back to Ethics and Compliance Director, advising on resolution where appropriate
- Calculate redundancy and settlement costs

Finance

- Responsible for setting up new suppliers and processing all invoices in a timely manner
- Keep monthly budget tracker up to date and regularly report back to Senior Employee & Industrial Relations Manager

Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others

- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours
- Take a key role in investigating ER related 'HESS' hotline complaints as directed

General Responsibilities

- Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- To undertake ad hoc duties as required.

Scope:

- Fully conversant in all Microsoft Offices packages including pivot tables and graphs
- Ability to plan and prioritise and to work to deadlines
- Proactive in their approach
- Strong written and communication skills
- Team player with a 'can do' attitude
- Takes pride in delivering excellent customer service
- Embraces Carnival UK's values
- Takes onboard feedback and makes any appropriate changes
- Accepts full ownership and accountability for their workload and job role

Problem solving:

Work with multiple stakeholders to find solutions to ER issues, assisting line managers to manage their employees in line with Company Procedures and culture. This will involve researching, investigating and advising to help stakeholders resolve queries and, where relevant, any risk of proceeding down a particular route.

- Adopts a proactive approach at all times, to any issues and challenges, making recommendations for effective solutions
- Customer focussed at all times

Impact:

The post holder will have a direct business impact by coaching Managers and Stakeholders on policies and procedures; being able to identify and escalate where risks may be presented within queries.

As a Senior Advisor within the Employee Relations team, the post holder will act as the 'front of house' point of contact for all stakeholders within the business, and Employees, who may have an ER query; using knowledge of employee relations processes and of the business, the Senior Advisor will take ownership for ensuring responses to queries are given, or in hand, or escalated as appropriate.

The post holder will, on occasion, be tasked with supporting the team on casework and/or projects as required – under the direction and with support of the Employee Relations Manager and/or Employee Relations Consultants.

Having direct involvement in, and oversight of, all queries into the team gives a great opportunity to be impactful and make changes in line with the Company's culture and ethos.

- Develop strong working relationships with team, stakeholders, candidates and third party Suppliers
- Communicate effectively with a positive and open and honest communication style and effective listening skills
- Flexible communication style with the ability to effectively tailor approach dependent on recipient and objective

Leadership:

There is no direct line management responsibility in this role. The post holder will, however, be responsible for managing key stakeholders and fostering excellent relationships with colleagues, peers and employees. They will work closely with colleagues, working to represent a credible and trusted Employee Relations advisory service within the business both UK and abroad.

Demonstrable Behaviours:

Self Mastery

Is direct, truthful and trusted, and can see how own behaviors impacts others. Learns from experience, feedback and takes action to continuously improve. Faces difficult issues with a positive attitude.

Improve & Innovate

Remains calm when facing uncertain situations. Appreciates both internal and external customer needs to inform action. Generates useful ideas that are new, better and enhance guest or people experience. Implements efficient and sustainable solutions.

Engage & Empower

Provides input and takes ownership of tasks. Seeks to understand different perspectives. Treats everyone as an individual. Supports others and contributes to a positive working environment.

Accountability & Commerciality

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Makes decisions based on facts, guest and people experience.

Inspire & Achieve

Comfortable with dealing with concepts and complexity. Looks ahead to propose future solutions and ideas. Understands the vision and recognizes their contribution. Has a clear connection between own aspirations and goals to the company goals.

Knowledge, Experience and Qualifications required:

Qualifications – essential:

- Educated to A Level standards or equivalent
- Professional qualification (CIPD) or equivalent experience

Knowledge/ Experience – essential:

- Knowledge of HR Systems e.g HRMS Oracle and/or Mistral.
- Proficient in Microsoft Office packages
- Ability to create reports in excel using pivot tables and graphs
- Experience of business support role and/or previous experience of generalist HR/ER advisory role

Qualifications – desirable:

Knowledge/ Experience – desirable:

- Experience of administration and/or coordination within an HR Team

Issue Date:	January 2021	Issued by:		
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