Employee Relations

Partner

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| **Budget:** | N/A | **Function:**  | People |
| **Line Manager:** | Head of People Partnering & ER | **Direct Reports:**  | 0 |
| **Our Vision** |
| Simplyhealth is a 150-year-old business with an amazing heritage and history of changing healthcare in the UK. It is continually modernising, as reflected by our B-Corp status; something that is very important to our customers and to our people.With an ever-increasing strain on the NHS, and a cost-of-living crisis, the products that Simplyhealth offer are needed more than ever before. But Simplyhealth have bigger ambitions than that. We want to improve access to healthcare for everyone in the UK – we are not just about the wealthy who can afford to go privately, we want to democratise healthcare in terms of cost but also accessibility to ensure that as many people as possible, can access the healthcare they need. Specifically, we want to improve access to healthcare for all in the UK to: lead your best life, prevent you from getting a disease you’re at risk of, access the best in care (digital where possible, physical where necessary), and manage your long-term condition.To achieve this, we are embarking on a radical transformation to deliver this ambitious goal. With a trusted brand and a strong heritage in healthcare, we think we are uniquely placed to help change the landscape of healthcare in the UK. |
| **Your Role** |
| The Employee Relations Partner will work with the HR Operations Partners, Employee Relations Specialist and wider People Team centres of excellence to create and implement a structured Employee Relations roadmap that is aligned to our functional People Plans, to facilitate the delivery of our commercial objectives. This role is also responsible for providing employee relations advice to the business and handling complex employee relations matters related to misconduct, grievances, performance management (including appeals), and health & wellbeing case management. In addition, this role will support business change programmes through an ER lens, where there’s a people impact, develop market-leading policies by staying ahead of trends and legislation, and ensure managers are effectively coached and upskilled to drive positive employee relations, through the effective implementation of our HR policies & processes. |
| **Your Responsibilities & Accountabilities:** |
| * Create and implement an Employee Relations roadmap aligned to our functional people plans, setting out the key priorities linked to employee relation themes in the business. Identify areas of opportunity and improvement by using data and insight to analyse ER trends to inform solutions that support both wellbeing and business performance.
* Alongside the Employee Relations Specialist, manage end-to-end processes for complex disciplinary, investigation, grievance and appeal cases including, but not limited to health & wellbeing, underperformance, conduct and probation, supporting involved parties throughout the process.
* Build strong relationships with managers to offer expert employee relations advice, coaching them to handle challenging conversations and to confidently navigate ER processes. Ensure high quality and documentation of managed cases, with sensitive data being handled in compliance with GDPR and Data Privacy requirements.
* Develop and deliver tools, guides, and workshops to equip managers with the confidence to manage issues proactively, aiming to resolve cases efficiently and informally when possible.
* Employee Relations Lead for the consultation aspects of business changes and for effectively facilitating employer and employee consultation activities through the appropriate forum.
* Keep company policies up to date with emerging UK employment legislation and in line with the company policy governance framework while ensuring they remain practical and market leading. Look to simplify where possible and identify and implement any training that may be required.
* Responsible for the management of any litigation raised via ACAS or an Employment Tribunal, working closely with the relevant stakeholders to share risks, identify and recommend potential solutions via case management conferences.
* Maintain the relationship with our Occupational Health Provider, acting as the first point of contact for new and ongoing referrals, providing feedback where necessary to the provider, reviewing the MI available and ensuring the services provided are in line with Simplyhealth’s needs.
* Act as the lead contact for any Employee Relations issues that require engagement with our Life Assurance and Income Protection advisors, ensuring that the appropriate controls are in place.
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| **Key Skills:**  |
| * Experienced at handling complex ER cases.
* Extensive knowledge of key employee relations policies and the ability to interpret them into pragmatic, commercial advice to stakeholders is essential.
* Comprehensive knowledge of UK employment law and legislation, ensuring that all advice and actions are compliant with legal standards.
* Able to balance incoming requests and demands from a wide range of stakeholders as well as keeping cases moving at pace.
* Comfortable with data, analysis and insight, to help us develop initiatives and measure our progress.
* Able to coach and give managers the confidence to own and lead the trickier conversations in a timely way.
* Insightful and informed - stays up to date on external trends, best practice and legislation - comes to the table with well thought out options and recommendations.
* Resourceful, and able to quickly figure out the best way to make things happen in a way that really works for our people and our culture.
* A team player, able to turn hands to anything People-related to help the team out.
* Excellent attention to detail and the ability to work with multiple sources of data, quickly assimilating information to make informed decisions and produce high-quality documentation.
* CIPD Level 5 qualification.
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| **Key Connections:** |
| * All line managers
* HR Leadership team
* Learning and Development Team
* Employee Experience Manager
* Simplyhealth’s legal team
* Colleague forums
* Occupational Health, Life Assurance and Income Protection providers
* External bodies such as HM Tribunal Service and ACAS
* External legal advisors
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| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.**This is our time to survive, drive and thrive…**This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways.**Our cultural movement...** |
| **Our Behaviours** |
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| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
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| * This is an Andover based role, with a requirement to attend meetings at our Hampshire based head-office but we have a ‘smart working’ policy with flexible remote working.
* Reasonable role and task flexibility expected.
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