

Midland Metro Limited (MML) – HR & ER Officer

Post Title:	HR & ER Officer
Department:	HR & OD Department
Location:	Wednesbury, West Midlands
Reporting to:	Head of HR & OD
Direct Reports:	0
Role Purpose:	The HR & ER Officer will have a generalist background but will have proven experience, strong knowledge and understanding of Employee Relations and Industrial Relations. They will have been experienced in dealing with multiple and complex caseloads.
Role Responsibilities:	<ul style="list-style-type: none"> • To lead and provide advice on disciplinary, grievance and absence meetings, attending and taking notes as required. • Ensuring that all HR records are up to date, complete and compliant with legislation • Record and manage employee data to ensure managers are aware of probationary period expiry dates, maternity leave dates, levels of employee sickness absence, visa expiry dates, DBS and driving licence checks and additional right to work checks as required. • Prepare contracts of employment, offer letters, and draft other correspondence (e.g., acknowledgement of resignation letters, disciplinary and grievance invite and outcome letters, sickness absence and AWOL letters, and change to terms letters) and other general correspondence, as required. • Act as first line of support for dealing with and responding to queries • Proactively build and maintain positive relationships with existing potential and external networks. • Day to day data entry & administration of employee HR system. • A strong and confident communicator both written and verbal. • Good attention to detail, accuracy and can work on their own initiative. • Assisting in recruitment & selection activities across MML. • Interface with payroll on joiners, leavers, and all employee changes. • Support the HR team on legislation, policy and best practice guidelines are followed. • Update and publish regular Communications on Mya our staff app • Participate in engagement and communication with MML Staff. • Supporting the wider team to carry out ad hoc projects including benchmarking exercises, performance management system development, staff

	<p>communications, compliance research; training programmes and other ad hoc work as required.</p> <ul style="list-style-type: none"> • Undertake monthly HR Reports and Statistics • Co-ordinate Occupational Health appointments and activities. • To be fully Proficient in Office 365 with proven skills in excel and power point. • Interest and enthusiasm to consider and suggest new HR technology and other process solutions to improve and streamline day-to-day operations, both within the department and to enhance HR's profile as an integral business function
Training:	<ul style="list-style-type: none"> • To undertake any training which is relevant to the job role.
Health & Safety:	<ul style="list-style-type: none"> • To comply with Health and Safety Instructions and directives in accordance with Company policies and procedures.
Decision Making Authority:	<ul style="list-style-type: none"> • Will be able to assume responsibility in the absence of the Head of HR.
People Management:	<ul style="list-style-type: none"> • To have responsibility for day-to-day activities and priorities with HR & OD Teams
Legislation & Compliance:	<ul style="list-style-type: none"> • In common with the whole of the Rail Industry, the successful applicant will be required to pass a stringent drugs and alcohol test.

Person Specification – HR & ER Officer

Tasks:	Level of Experience	Desirable Or Essential
Work Experience:	<p>The suitable candidate will be able to demonstrate the following competences:</p> <ul style="list-style-type: none"> • Proven experience in HR and a similar level • Excellent knowledge of employment law • Proven experience as an generalist • Experience of dealing with a wide range and volume of ER cases • HR experience of working within a fast past environment • Experience in complying HR Statistics • Excellent organisational skills with the ability to multi-task and meet deadlines. • Competent in preparing and writing HR documentation including contracts of employment and letters. 	Essential
Education:	<ul style="list-style-type: none"> • To have 5 x GCSE Maths and English at Grade C or above • Full or part qualified CIPD level 5 -7 or equivalent 	Desirable
Managing People:	<ul style="list-style-type: none"> • Brilliant and effective communicator with confidence and persistence to communicate at all levels. 	Essential
Communication:	<ul style="list-style-type: none"> • Must have excellent interpersonal skills • Good attention to detail • Good communication skills, both written and verbal 	Essential
Additional Qualities:	<ul style="list-style-type: none"> • Have experience with training, coaching or mentoring staff. • Experiment in dealing with complex ER case work • Assertive and confident with the ability to remain calm under pressure and challenge or question when appropriate • IT literate, including strong Excel skills and ability to use database. 	Essential
Personal Attributes:	<ul style="list-style-type: none"> • To be trustworthy • To be reliable and punctual • Good understanding of how to balance the needs of the employer with the employees • 	Essential
Driving through Change:	<ul style="list-style-type: none"> • To support and coordinate organisational change projects 	Desirable
Drugs & Alcohol	<ul style="list-style-type: none"> • To undertake drugs and alcohol testing in line with current company procedures and policy. 	Essential

