

## Candidate Information

**Position:** Legal Services and Employee Relations Coordinator  
**School/Department:** Legal Services and Employee Relations  
**Reference:** 22/109802  
**Closing Date:** Monday 16 May 2022  
**Salary:** £24,871 - £28,756 per annum  
**Anticipated Interview Date:** Thursday 26 May 2022  
**Duration:** 18 Months

### JOB PURPOSE:

The Legal Services and Employee Relations Coordinator will be responsible to the Head of Legal Services and Employee Relations for provision of a comprehensive administrative function for the Legal Services and Employee Relations Unit, to support the management of University legal cases, to assist in Employee Relations activity for University staff, and facilitate interactions with Trade Union representatives.

### MAJOR DUTIES:

1. Provide administrative support within the Legal Services and Employee Relations Unit, for the management of legal cases, including managing and directing communication between University staff and solicitors, using initiative and awareness of legislative responsibilities to ensure compliance with Tribunal and Court timeframes.
2. Initial point of contact for wide ranging (often complex) queries and resolving issues and/or directing to relevant senior colleague as appropriate.
3. Maintain and enhance (using best practice) the system for recording legal cases, statutory questionnaires, early conciliation agreements and non case agreements, establishing appropriate file structures, distribution lists and Teams folders for each case, and ensuring information is recorded, maintained, retained and deleted appropriately (in accordance with the University's responsibility to employment legislation and data protection legislation). Generate reports as required.
4. Organise and service case management consultations between witnesses and solicitors as required, and take minutes of case management meetings using initiative in asking for clarification/ additional information as required.
5. Ensure requests for case related discovery documentation and statistics are properly distributed, collated, returned and logged. Where necessary, liaise with witnesses and solicitors to ensure witness statements are drafted, revised and finalised in a timely fashion. Alert the Head of Legal Services and Employee Relations to any potential breaches of statutory time limits.
6. Facilitate court and tribunal hearings by ensuring all relevant parties are advised of hearing dates, appropriate transportation is arranged and responsible for ensuring all parties have appropriate documentation for hearings. Create 'Case Bundles' of all relevant legal documents associated with a case for witnesses as required.
7. Carry out analysis of information and data in relation to legal cases as directed, identifying common themes and issues which require addressing, and presenting results accurately and appropriately.
8. Provide complex diary management support to relevant Trade Union committees e.g. the Joint Consultative Committee and the Joint Negotiating and Consultative Committee, prioritising meetings with the Pro-Vice-Chancellor, Registrar, Human Resources Director and committee members.
9. Manage the high quality servicing and provision of administrative support to the Joint Consultative Committee and Joint Negotiating and Consultative Committee, by organising resources, preparation and circulation of agendas, minutes, and papers and compiling action lists ensuring that all actions are followed up.
10. Liaise with Trade Union representatives in relation to employee relations cases, ensuring case materials are prepared, current and available as required. Facilitate meetings between Trade Union representatives and appropriate Legal Services and Employee Relations Unit and other University staff, to discuss employment related cases and local issues of concern to the Trade Unions.

11. In conjunction with the HRBP team, take the lead in developing systems for recording and tracking employee relations issues, including grievances, discipline cases, capability cases etc, ensuring all documentation is retained and deleted in accordance with the University's Data Retention and Disposal Schedules. Run reports as required and provide analysis of information/ key issues.
12. Manage administrative staff within the Legal Services and Employee Relations Unit as required, delegating work and monitoring their performance and team performance.
13. Manage the Legal Services and Employee Relations Unit's generic mailboxes by acknowledging and forwarding to the relevant team member for response, triaging and prioritising where necessary, using initiative to respond to emails and progress matters appropriately.
14. Manage the raising of purchase orders and processing of invoices for the Legal Services and Employee Relations Unit, ensuring all financial transactions are checked, recorded and processed as appropriate.
15. Monitor office systems and procedures, evaluating their effectiveness, and take necessary steps to develop and improve on an ongoing basis. Use initiative and keep up to date applying best practice of other organisations to inform the work of the Legal Services and Employee Relations Unit, advising relevant staff of new procedures and delivering necessary guidance/training.
16. Assist the Legal Services Officer to manage Health and Safety and associated documentation for the People and Culture Directorate, ensuring staff undertake induction training, H&S signage is up to date and First Aid box is maintained.
17. Support the Legal Services and Employee Relations Unit in the management of short-term projects such as auditing processes as required (making suggestions for improvements as necessary) and in compiling of Legal Services and Employee Relations Unit information for Freedom of Information and Subject Access responses as required by the Information Compliance Unit.
18. Carry out any other duties, which are appropriate to the post as may be reasonably requested by line manager.

#### **ESSENTIAL CRITERIA:**

1. Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subject (or equivalent) OR significant relevant experience.
2. Minimum of 4 years' recent relevant work experience to include:
  - Understanding and applying regulations and/or procedures.
  - Servicing committees.
  - Managing systems and processes to ensure timely delivery of core business.
  - Operating within strict and competing timeframes.
  - Experience collating and using data to inform management decision-making.
3. Experience using a wide range of IT systems including databases, excel, e-mail and internet.
4. IT literate with up to date knowledge of relevant computer packages, in particular QFIS, Microsoft Teams, SharePoint, Adobe Pro and Excel spreadsheets, and generation of reports from same.
5. Ability to prioritise, plan and manage own workload, and that of others, producing work to exceptional levels of accuracy within the required deadlines.
6. Demonstrable ability to provide effective service (including customer service) to required quality standard.
7. Excellent oral and written communication skills.
8. Ability to work on own initiative and as part of a team.
9. Good decision making skills.
10. Flexible, willing to adapt to new tasks and duties.

#### **DESIRABLE CRITERIA:**

1. Relevant experience of working in a university or legal environment.
2. Relevant experience of involvement in employee relations cases.
3. Relevant experience of working with Trade Union representatives.