



## NOTES

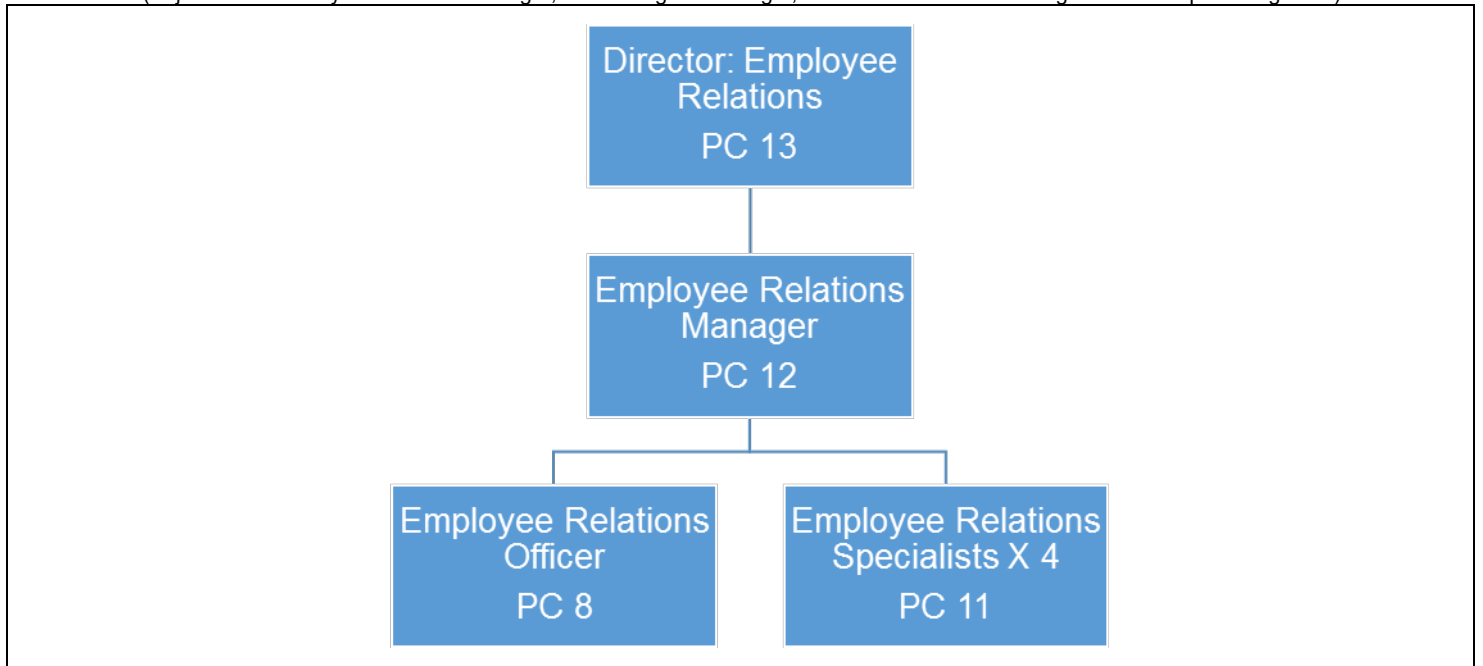
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

## POSITION DETAILS

|  |                                      |                             |  |
|--|--------------------------------------|-----------------------------|--|
| Position title                         | Employee Relations Specialist        |                             |  |
| Job title (HR Practitioner to provide) | HR Specialist (PASS)                 |                             |  |
| Position grade (if known)              | PC 11                                | Date last graded (if known) |  |
| Academic faculty / PASS department     | Human Resources                      |                             |  |
| Academic department / PASS unit        | Client Services & Employee Relations |                             |  |
| Division / section                     | Employee Relations                   |                             |  |
| Date of compilation                    | January 2019                         |                             |  |

## ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



## PURPOSE

The main purpose of this position is to:

- provide sound, effective services, advice and support on employee relations matters to line managers and the broader HR team.
- maintain and improve employee relations between University management and University employees as represented by the recognized Unions through regular communication, consultation and negotiation in the appropriate agreed forums.
- Represent the university in external labour fora.
- ensure that UCT's policies and procedures are maintained at a level which will enable the University to achieve its objectives.

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**CONTENT**

| <b>Key performance areas</b> |                                   | <b>% of time spent</b> | <b>Inputs</b><br>(Responsibilities / activities / processes/ methods used)  | <b>Outputs</b><br>(Expected results)  |
|------------------------------|-----------------------------------|------------------------|---|---|
| E.g.                         | General and office administration | 25%                    | <p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>   | <p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p> |
| 1                            | <b>Strategic Input</b>            | 10                     | <ul style="list-style-type: none"> <li>• Contribute to the development of the HR function by providing input to a progressive, business focused ER strategy that meets the current and future needs of the University</li> <li>• Partner and advise clients on employee relations strategies</li> <li>• Collaboratively (with ER Manager) diagnose trends and challenges with key drivers and advise on solutions available to drive delivery and morale</li> <li>• Provide input into effective negotiation/consultation strategies</li> </ul> | <ul style="list-style-type: none"> <li>• Effective Partnering with key stakeholders</li> <li>• Enhanced communication and active participation</li> <li>• Delivery of strategy and goals</li> <li>• Risk is maintained</li> </ul>                     |

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| 2 | <b>Providing a specialist ER Service</b> | 40 | <ul style="list-style-type: none"> <li>• Rendering an efficient, timeous and professional service by: <ul style="list-style-type: none"> <li>- Aptly responding to all queries within the required mode and time frames.</li> <li>- ensuring professional etiquette and prompt feedback is given throughout the year</li> <li>- Accurately contributing to the drafting of reports</li> <li>- Providing input into the revision and updating all ER policies &amp; procedures for the university</li> <li>- Communicate changes and any required updates on ER policies and guidelines to all clients</li> </ul> </li> <li>• Provide an advisory service to line managers on effectively managing misconduct, performance and grievance procedures</li> <li>• Ensure that grievances, disciplinaries and disputes are attended to within the stipulated time from the date of occurrence and that chairpersons reports are submitted to the ER Office</li> <li>• Provide advice and manage risk on ER matters and ensure that the necessary deadlines are met within the stipulated timelines.</li> <li>• Ensure that the appropriate HR support mechanisms are in place for all staff.</li> <li>• Submit reports and statistics on all ER cases to ensure that the necessary interventions from affected faculties/departments is pursued in addressing problems emanating from the stats analysis.(ERMC &amp; VCMag)</li> </ul> | <ul style="list-style-type: none"> <li>• Efficient, timeous service delivery</li> <li>• Service credibility</li> <li>• Priorities are clear and delivered timeously</li> <li>• Responses to HR Practitioners</li> <li>• Advice &amp; coaching provided on sensitive and confidential matters</li> <li>• All policies are accurate and up to date</li> <li>• Policy inconsistencies are addressed appropriately</li> <li>• Risks are managed appropriately</li> <li>• Audit reports reflect accurate data</li> <li>• ERMC is aware of all CCMA cases</li> <li>• All internal records are up-to date and easily accessible</li> <li>• Communications are effective and done timeously</li> </ul> |
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| 3 | <b>Client Engagement and Relationship Management</b> | 20 | <ul style="list-style-type: none"> <li>• Develop and build effective relationships with stakeholders to encourage integration of ER best practice into client planning and operation. Stakeholders include but are not restricted to: <ul style="list-style-type: none"> <li>- Dean/Executive Director</li> <li>- Deputy Deans and Academic HoD/HoDivs</li> <li>- Line managers</li> <li>- Employees</li> <li>- Employee unions</li> <li>- External Service Providers</li> </ul> </li> <li>• Be the first point of contact and resolution on HR matters in client base</li> <li>• Proactively develop relationships with relevant HR specialists (eg. Remuneration, Org Health and Client Services.)</li> <li>• Coordinate the University's collective relationship with Unions, through process of consultation and negotiation, during the bargaining processes.</li> <li>• Advise, negotiate and consult (together with line management) with unions on staff agreements and organizational changes.</li> <li>• Contribute to the implementation of negotiating mechanisms with unions which support the annual review of pay and benefits together with any structural changes</li> </ul> | <ul style="list-style-type: none"> <li>• All commitments to stakeholders and unions are upheld</li> <li>• Through the consultative meeting with the unions, ER related issues are dealt with expeditiously.</li> <li>• Relations with Unions are enhanced, and greater levels of trust is established;</li> <li>• Consult with unions and stakeholders on revised procedures</li> <li>• Relationships with Internal and External clients are maintained</li> </ul> |
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| 4 | <b>Employee Relations Capacity Building</b> | 10 | <ul style="list-style-type: none"> <li>• Identify capacity development needs of line managers and HR Practitioners</li> <li>• Develop and present training interventions aimed at developing line management and HR capacity;</li> <li>• Coach, Mentor and Train Line Managers on the principles, policies and guidelines and best practices that govern employee relations management at the University.</li> <li>• Support HR Practitioner in the provision of general ER advice for line managers and staff</li> <li>• Assist line managers to pro-actively create a positive work climate in their departments that minimize risks</li> <li>• Provide support to the HR Recruitment and Appointments office on potential ER disputes</li> </ul> | <ul style="list-style-type: none"> <li>• ER capacity of line managers and HR Practitioners has been developed through ongoing training interventions;</li> <li>• Ensure that capacity building programmes are designed according to the identified needs.</li> <li>• Line managers and HR Practitioners are competent to work within the ER policy framework</li> <li>• The Line Management Toolkit on the Basic Labour Law and ER policies and procedures will be rolled out annually</li> <li>• Line managers are able to effectively manage minor incidences that require ER intervention and refer the more serious incidences to HR action</li> <li>• HR Practitioners are able to advise line managers and staff with minimal referral to the ER Office</li> </ul> |
| 5 | <b>Case Management</b>                      | 10 | <ul style="list-style-type: none"> <li>• Represent the University in disputes referred to CCMA;</li> <li>• Consult and prepare line managers and HR Practitioners for CCMA disputes;</li> <li>• Liaise with university appointed attorneys instructed to defend cases before relevant Courts;</li> <li>• Provide adequate assistance to the representatives of all parties to ensure sound labour relations</li> <li>• Ensure that any disputes referred to the CCMA or the Labour Courts are expedited and that the provision of all relevant documentation and other logistical arrangements are made.</li> </ul>   | <ul style="list-style-type: none"> <li>• CCMA disputes against the university are defended diligently and professionally;</li> <li>• Attorneys are properly instructed and provided with ongoing instructions during trials.</li> <li>• Line Managers and HR Practitioners understand what is expected of them at the CCMA, and they express confidence in their levels of preparedness;</li> </ul>  |

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| 6 | <b>Committee Servicing for ER</b> | 10 | <ul style="list-style-type: none"> <li>• Servicing the consultative meeting with the Unions (3)</li> <li>• Servicing the ERMC meetings</li> <li>• Servicing the bargaining meetings with unions (3)</li> <li>• Service academic staff discipline and probationary reviews such as COR's, PIC's, COI's</li> </ul> | <ul style="list-style-type: none"> <li>• Monthly and Bi-monthly consultative meetings are managed effectively and efficiently.</li> <li>• The annual bargaining has been serviced effectively and efficiently.</li> <li>• Collective bargaining agreements are administered efficiently</li> <li>• Effective ER support were provided to Committees dealing with academic discipline and probation enquiries</li> <li>• Meeting records and commitments are met and upheld within the timeframes agreed;</li> <li>• Recruitment and Appointments staff are acutely aware of potential areas of dispute and are able to avoid them where possible and to respond appropriately</li> </ul> |
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**MINIMUM REQUIREMENTS**

|   |  |       |                            |       |
|---|--|-------|----------------------------|-------|
| Minimum qualifications  | Bachelor's/B Tech degree / Advanced diploma (NQF 7) in Human Resources Management or Law   |       |                            |       |
| Minimum experience (type and years)   | Five years broad and progressively more complex employee relations experience, in a multi-union environment with active participation in collective bargaining, and comprehensive experience in representing a multi union employer at external labour fora. |       |                            |       |
| Skills  | Excellent written and verbal communication skills, analytical and logical reasoning, work under pressure, excellent time management, client centered, self-mastery.  |       |                            |       |
| Knowledge   | Labour and HR legislation and best practice knowledge.   |       |                            |       |
| Professional registration or license requirements   | Preference for an admitted attorney.   |       |                            |       |
| Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.) | High degree of ethics, and persuasive communication skills   |       |                            |       |
| Competencies (Refer to <a href="#">UCT Competency Framework</a> )   | Competence   | Level | Competence                 | Level |
|   | Professional knowledge and skill   | 3     | Decision-making / Judgment | 3     |
|   | Client/student service and support   | 3     | Building partnerships      | 3     |
|   | Conceptual thinking  | 3     | Impact/Influence           | 3     |
|   | Communication  | 3     | University awareness       | 3     |

**SCOPE OF RESPONSIBILITY**

|  |  |
|--|--|
| Functions responsible for                | General employee relations functions as set out above.   |
| Amount and kind of supervision received  | Minimal supervision.                                     |
| Amount and kind of supervision exercised | Limited supervision of ER Officer post.                  |
| Decisions which can be made              | Complex ER decisions within skills set.                  |
| Decisions which must be referred         | Exceptionally complex decisions requiring manager input. |

**CONTACTS AND RELATIONSHIPS**

|                 |                               |
|-----------------|-------------------------------|
| Internal to UCT | All internal UCT departments  |
| External to UCT | CCMA; attorneys; Labour Court |