



## Job Profile

### Specialist: Employee Relations

JOB INFORMATION SUMMARY	
JOB TITLE:	Specialist: Employee Relations
REPORTS TO:	Manager: Employee Relations
JOB GRADE:	D2
OCCUPATIONAL LEVEL	Specialist
FUNCTIONAL AREA:	HR – Employee Relations
COMPANY:	PIKITUP SOC (Ltd)
LOCATION	Pikitup Head Office Johannesburg

ROLE PURPOSE
The purpose of this role is to provide Employee Relations advisory service to the depots and to ensure adherence to employee relations policies and procedures and agreements.

ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
<ul style="list-style-type: none"> <li>Provide tactical direction, management of the division and provide oversight of the outputs of the Employee Relations environment</li> </ul>	<ul style="list-style-type: none"> <li>Participate in the formulation of company Employee Relations policies and procedure</li> </ul>
<ul style="list-style-type: none"> <li>Manage operational performance of the Employee Relations services within the HR Department</li> </ul>	<ul style="list-style-type: none"> <li>Support management in the participative structures by providing specialist ER advice to the HR forum management caucuses regarding planning for the engagement process and on decision making risk and strategy;</li> <li>Monitor employee relations key performance indicators and ensuring compliance by compiling a divisional monthly report with critical data, conduct audits to ensure standardised practices, best practices, legal conformance, identifying deviations and devising corrective measures;</li> <li>Undertake ad hoc formal research on contemporary employee relations related issues;</li> <li>Assist line management with the management of industrial action by:               <ul style="list-style-type: none"> <li>Advising all parties on the content and application of Pikitup's industrial action policies and stance;</li> <li>Conducting regular audits within the division to ensure that the strike management and contingency plans are correctly implemented and up to date;</li> <li>Advising and consulting with management during unprotected industrial action (strikes, protest action, etc.), in line with relevant</li> </ul> </li> </ul>



ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
	<p>policies and legislative provisions;</p> <ul style="list-style-type: none"> <li>- Assisting with the legal analysis and risk evaluation of potential disputes and disputes that are declared, to determine the appropriate management strategy;</li> <li>- Providing into the formulation of relevant and proactive communications to management and employees, before, during and after industrial action;</li> <li>- Advising management throughout the negotiation process at local level during protected industrial action;</li> <li>• Conciliation and mediation settlements by: <ul style="list-style-type: none"> <li>- Assisting with obtaining and influencing settlement mandates for statutory conciliation and non-statutory mediation proceedings;</li> <li>- Determining management strategies and options during conciliation and mediation proceedings, in consultation with the Manager: Employee Relations;</li> <li>- Assisting or representing management in statutory conciliation/non statutory mediation/advisory arbitration proceedings;</li> <li>- Analysing, in consultation with the Manager: Employee Relations, settlement agreements drafted by CCMA/non-statutory mediators in order to assess the practical implications, risks and possible liabilities;</li> <li>- Drafting ad hoc settlement agreements when necessary.</li> </ul> </li> <li>• Arbitration and pre-dismissal arbitration by: <ul style="list-style-type: none"> <li>- Liaising with the Legal Department with regards to the evaluation of disputes and disciplinary cases and determining to whom the dispute or pre-dismissal arbitration should be assigned, to present management's case;</li> <li>- Preparing Pikitup's case, heads of argument and pleadings, in consultation with the Manager: Employee Relations for non-complex cases;</li> <li>- Representing Pikitup's or actively overseeing and advising legal counsel during statutory and non-statutory arbitration or pre-dismissal arbitration proceedings;</li> <li>- Assisting with the analysis, evaluation and implementation of arbitration and pre-dismissal arbitration awards to determine possible grounds for rescission or review.</li> </ul> </li> <li>• Provide a specialist consulting and advisory service on all employee relations related policies, agreements and procedures by: <ul style="list-style-type: none"> <li>- Interpreting policies, procedures and negotiated agreements and advising management on their practical application and the management of deviations, in consultation with the Manager: Employee Relations;</li> <li>- Providing procedural advice for incapacity investigations and advising management on work adaptations and alternative work options;</li> <li>- Advising management on process and substantive aspects of grievance management in terms of the Procedure;</li> <li>- Advising management on the process and substantive aspects of disciplinary action for less serious misconduct.</li> </ul> </li> <li>• Provide an industrial relations training and development service in the Division by:</li> </ul>



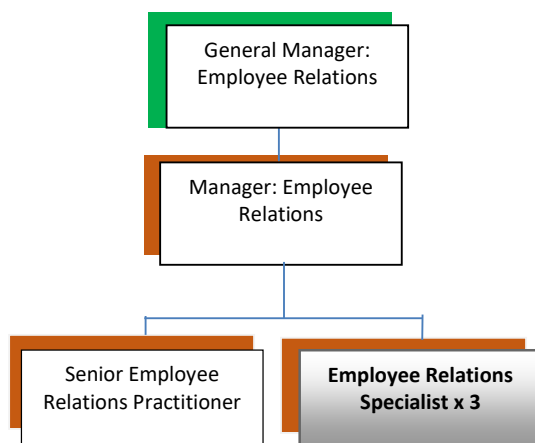
ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
	<ul style="list-style-type: none"> <li>- Training Human Resources Officer on all procedural and substantive aspects of employee relations;</li> <li>- Sensitising supervisors on developments in employee relations;</li> <li>- Assisting line management and supervisors with the sensitising of employees;</li> <li>- Monitoring all shop steward training and assisting with such training on request;</li> <li>• Advising management on the implementation and monitoring of picketing rules and picketing agreements;</li> <li>• Assess and advise management on cases referred to the bargaining council on prospects for success;</li> <li>• Attend to specific projects when requested;</li> <li>• Act as a custodian of the Employee Relations in the company;</li> <li>• Assist management in the appointment of a Chairperson and Initiator in disciplinary enquiries;</li> <li>• Educate management and employees on policies, procedures, collective agreements and relevant legislation continuously;</li> <li>• Liaise with service providers on training needs by the company.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Manage and monitor the services of third party service providers</b></li> </ul>	<ul style="list-style-type: none"> <li>• Identify suitable third party service providers in line with the Pikitup's ER requirements</li> <li>• Ensure performance targets are communicated and adopted by stakeholders</li> <li>• Perform third party performance evaluation based on the predefined criteria/SLA.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Monitoring, Evaluation, Budgeting and Reporting</b></li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate and prepare quarterly and annual reports on ER project/assignment matters and progress on the implementation of tactical and operational intervention</li> <li>• Assist Manager: Employee Relations in preparing risk registers for the Assessment function and ensure mitigation of all risks identified</li> <li>• Assist the Manager: Employee Relations to resolve the audit findings for the Assessment function with the internal and external auditors</li> <li>• Provide input into the evaluation of performance by service providers in the relevant functions within Employee Relations.</li> <li>• Project manage all initiatives and programs within each functional area to ensure on-time and on-budget delivery</li> </ul>

KEY RELATIONSHIP INTERFACES
<p><b>Internal Key Relationships (to Pikitup):</b></p> <ul style="list-style-type: none"> <li>• General Managers within the Human Resources Department</li> <li>• Executive Management and Line/People Managers</li> <li>• Employees</li> <li>• Legal and Compliance Department</li> <li>• Internal auditors</li> </ul> <p><b>External Relationships (with departments and other key parties):</b></p> <ul style="list-style-type: none"> <li>• Liaison with Trade Unions</li> <li>• Auditor General</li> </ul>



Job Specific Requirements	
Competencies (Knowledge, skills and attributes)	
Skills	Technical / Professional Expertise
<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Formulating Strategies &amp; Concepts</li> <li>• Conflict Management Skills</li> <li>• Dispute Resolution Skills</li> <li>• Strategic Management Skills</li> <li>• Change Management Skills</li> <li>• Problem-solving skills</li> <li>• Negotiation skills</li> <li>• Networking skills</li> <li>• Presentation skills</li> <li>• Strong written and verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Adhering to Principles and Values</li> <li>• Planning and Organising</li> <li>• Deciding and initiation action</li> <li>• Delivering Results and Meeting Customer Expectations</li> <li>• Relating and Networking</li> <li>• Working with People</li> <li>• Persuading and Influencing</li> <li>• Presenting and Communicating Information</li> <li>• Adapting and responding to change strategies, initiatives and projects</li> </ul>
<b>Knowledge:</b> State the job knowledge required	<ul style="list-style-type: none"> <li>• Knowledge of the public service or ambit of public entities will be an added advantage</li> <li>• Knowledge and/or understanding of Municipal Finance Management Act (MFMA)</li> <li>• In –depth knowledge of various aspects and application of employment laws</li> <li>• Governance, ethics and values</li> <li>• Knowledge of contemporary employee relations dynamics, case law, labour legislation, trends and trade union matters</li> </ul>

Qualifications	
Minimum	Ideal
<ul style="list-style-type: none"> <li>• Relevant degree in law, labour relations or industrial psychology</li> <li>• Drivers licence</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate degree in Labour Law, Labour Relations, Human Resources and Industrial Psychology</li> </ul>
Experience	
Minimum	Ideal
<ul style="list-style-type: none"> <li>• A minimum of 5 years' employee relations specialist experience in a unionised environment</li> </ul>	<ul style="list-style-type: none"> <li>• 5 years' experience, inclusive of 2 years in a unionised environment.</li> </ul>





Job profile approved by:

\_\_\_\_\_  
Name (Incumbent)

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Signature

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Date

\_\_\_\_\_  
Manager: ER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
GM: Employee Relations

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date