

Job Title: Employee Ambassador
Reporting to: Director of Human Resources

PRINCIPAL PURPOSE OF ROLE:

To act as intermediary between the company and its employees and promote good relations by ensuring human resources services are effectively communicated and provide support, advice and guidance to employees and management as necessary

KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- To acknowledge and promote the Bluestone culture
- To follow Bluestone Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)
- You may be required to carry out other tasks within your department and within other departments which naturally fall within the reasonable expectations of the post.

Specific:

- To proactively engage with employees to ensure that they understand the services of human resources and that they have an avenue to raise concerns and issues
- To endeavour to resolve issues at a local level by working closely with employees and management
- Assist in promoting company values, employee engagement initiatives and in the application of equality and fairness
- To support the resolution of employee relations issues and conduct investigations as necessary
- To accumulate all relevant issues and complaints and present then on a neutral basis to the Director of Human Resources and Divisional Director for consideration
- To confer with and/or guide managers regarding the interpretation of policies/procedures

- Advise and assist in disciplinary, grievance, performance and personal issues; signposting as appropriate
- To lead on Absence Management by advising managers and conducting employee welfare meetings, coordinating GP and Occupational Health follow up actions
- Assist with the understanding of documentation relating to compliance / rules and regulations
- To lead by example in setting standards for communication and good relations between staff and management
- To maintain records, files notes and minutes of meetings in accordance with the HR best practice
- To perform other duties, including administrative tasks, within the Human Resources Department as requested

EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

Essential

- Previous experience of working in a similar role, such as employee relations, support and welfare
- Degree level education, or equivalent in experience
- Ability to act impartially and neutrally in difficult situations
- Excellent working knowledge of excel and ability to compile reports
- Practical understanding of employment legislation and best practice

Desirable

• CIPD qualification

PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER

- Excellent listening skills
- Professional and credible
- Approachable
- Confidential and discreet
- Excellent personal presentation
- Positive "can-do" attitude
- Proactive approach to challenges
- Organised and methodical