**Job Description**

**Job Title:** Supervisor, Employment Department

**Location:** Sheffield

**Reports to:** Head of Employment

**Standard Hours of Work:** 39.5 hours per week

**Salary Range (incl. benefits):** Dependent on experience

**Date revised:** 1st August 2016

# Job Purpose

### The job holder will be based at our Sheffield office and will work hard supervising the Employment Department, ensuring that all work is covered and dealt with promptly and accurately.

### SCOPE OF THE ROLE

The jobholder will allocate work, supervise members of the Employment Department and manage the team according to targets and service level requirements, ensuring that the team delivers excellent levels of client service. The jobholder will also have to personally deal with all aspects of work related employment law litigation, advice work and settlement agreements where necessary.

# Principal ACCOUNTABILITIES/TASKS

* To allocate work within the department according to complexity and time limits ensuring that all work is covered and progressed in a timely way
* To supervise work of staff within the department ensuring matters are dealt with promptly and accurately
* To accurately identify and diarise and ensure that staff accurately identify and diarise limitation dates and ensure compliance with the ACAS Early Conciliation procedure
* To ensure that staff make initial contact with clients, advise on limitation and ACAS EC, request any relevant documentation and take instructions in accordance with client protocols
* To ensure that staff accurately research the law and advise clients as to the merits of their claims and, if appropriate, request further information / consider any further information supplied
* To ensure that staff provide accurate and prompt final advice in accordance with department service level agreements
* To ensure staff provide accurate telephone advice to union members and representatives
* To draft and validly issue and ensure that staff draft and validly issue Employment Tribunal claims within the correct time limits and ensure that staff do likewise where necessary
* To be proficient in all aspects of Employment Tribunal litigation and to supervise staff with this work where necessary
* To be proficient in all aspects of dealing with Settlement Agreements and to supervise staff with this work
* To deal with complaints in accordance with firm procedures
* To liaise with union clients, panel firms and other parties on day to day issues
* To ensure compliance with all regulatory requirements
* To assist with identifying and ensuring system development and processes to constantly improve departmental efficiency
* To represent the department at regular supervisors’ and management meetings
* To produce regular management reports as required
* To assist with recruitment by identifying potential candidates and conducting interviews
* To manage staff according to agreed criteria
* To manage staff performance in accordance with agreed criteria and conduct regular one to ones reviews of staff and deal with any competency issues arising
* To deal with any disciplinary issues that arise for staff
* To work in any other areas as required by the firm if necessary, which may include other offices and those of clients
* To create and deliver training on employment law to staff and clients.
* To draft updates in the law for newsletters and bulletins.
* To attend marketing events on behalf of the firm