



DIVISION: Resources and Operations	DEPARTMENT: Human Resources
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POST: Employee Relations Consultant	POST N°: 5057 PEROMNES LEVEL: 07
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JOB DESCRIPTION:

Key performance areas include but are not limited to:

- Supports the Employee Relations Manager, Line Managers, and Employee Relations related matters
- Ensures timely resolution of complex employee and manager inquiries and requests that are escalated mainly vis HRBP & ER Manager
- Uses case management tools to track the status and progress of employee and manager inquiries, communicating effectively with appropriate parties, including HRBP and HR Consultants
- Conducts and/or assists with investigations to resolve employment issues, recommends solutions, and assists with the facilitation of resolution
- Provides regular status updates to customers, and maintains customer contact until the request is resolved and a case has been closed
- Uses a professional and customer-focused approach, with excellent verbal and written communication to handle customer inquiries. Ensures client privacy where appropriate, including confidentiality and protection of sensitive client reports. Ensures quality customer experience by communicating empathy to de-escalate difficult situations
- Reviews and monitors cases to identify trends, potential risk areas, and development opportunities. Using this information, the ER Consultant will work collaboratively with training and coaching to improve manager and employee performance and engagement
- Updates the VUT’s ER Policies and Procedures to ensure these are kept up to date and aligned with legislative changes and that they meet the needs of the business and its employees
- Co-ordinates with and obtains approvals in line with agreed protocols, escalating requests that are out of the process and/or require special handling and recommending appropriate resolutions, including policy exceptions
- Identifies, classifies, maintains, and protects files, documentation, and sensitive information consistent with data protection, data handling, and retention requirements
- Co-ordinate Multi Union Forums

Application Criteria:

Qualification and Experience:

- B Tech or Bachelor’s degree in Human Resources/Employee Relations or a related field
- Minimum of 4 years of experience in Employee Relations working within a three-tier model of having SHRBP, COE, and Transactional services
- Case management – internal and external experience and skills

Added Advantage

- Postgraduate Diploma in Labour Relations

Skills:

- Excellent communicator
- Being a change agent
- Strategic vision and tactical sense

- Continuous learning mindset
- Networking with colleagues and clients
- Focus on timely, consistent execution
- Ability to work across multiple geographies in a virtual working environment
- Fully utilizing technology and communication tools
- Effective contracting and consulting with clients & HR colleagues

Closing date for applications: 07 June 2024

Applications should include:

1. A fully completed prescribed application form which can be obtained from www.vut.ac.za
2. A detailed curriculum vita (explicitly stating experience or knowledge in the above-mentioned fields)
3. Certified copies of all certificates/degrees
4. Certified copy of ID
5. Current contact information of referees
6. Please email applications to recruitment3@vut.ac.za and quote the post reference and post description in the subject line.
7. No manual applications will be accepted. Incomplete applications or applications without the application form and required documents will be disregarded.
8. Only applications made on our application for employment form would be considered.
9. Communication will be entered into with short-listed candidates only. If you don't hear from VUT within 3 months deem your application as unsuccessful.

Enquiries may be directed to:

HR Practitioner: Ms Angie Mabona, Tel 016 950 9452/email address: angie@vut.ac.za

Please Note: Submission of such copies entitles Vaal University of Technology to authenticate the qualifications without any further consent from the applicant. Candidates with foreign qualifications have the responsibility to ensure that their qualifications are evaluated by SAQA and should also submit proof thereof. Vaal University of Technology is an equal opportunity and affirmative action employer, which is committed to the implementation of its employment equity plan. People from designated groups are encouraged to apply. Only shortlisted candidates will be contacted.

VUT reserves the right not to make an appointment

By applying for this position, you give permission to share your information with the selection panel or the relevant people involved in the recruitment process.

