

Job title: <i>People Relations Advisor</i>	Location: <i>Manila</i>
Function: <i>People Team</i>	No. of direct reports: <i>0</i>
Reports to: <i>Senior People Relations Advisor</i>	No. of non-direct reports: <i>0</i>
Grade: <i>F</i>	Working hours: <i>40</i>
Budgetary responsibility:	NGR/P&L:
Purpose of role	
<p>We're Entain. Our vision is to be the world leader in sports betting and gaming entertainment by creating the most exciting and trusted experience for our customers, revolutionising the gambling space as we go. We're home to a global family of more than 25 well-known brands, and with a focus on sustainability and growth, we will transform our sector for our players, for ourselves and for the good of entertainment.</p> <p>This role is key to supporting Entain's line managers to manage people effectively and minimise both reputational and monetary risk within our business. Through effective advice and case management you'd be responsible for ensuring our managers conduct all employee relations matters with a fair and consistent approach, building key relationships and promoting a positive employee relations culture within our business.</p> <p>You'd be the first point of contact for employee relations queries that cannot be resolved by our first-line team and for any matters that require additional line manager support due to complexity. Cases need to be managed end-to-end through our case management system to a timely resolution and in line with departmental and customer SLA's.</p> <p>With a focus on quality, you'd need to ensure that you have assessed the risk profile of each case including potential reputation damage and the potential for litigation as well as ensuring compliance with employment law and internal policy.</p>	
Key accountabilities and responsibilities	
<p>Accountabilities:</p> <ul style="list-style-type: none"> ▪ <i>Management of, and quality assurance of, all employee relations cases end-to-end to reach a desired and appropriate outcome and conclusion.</i> ▪ <i>Delivering accurate, consistent and compliant employee relations advice to managers on a case-by-case basis ensuring the advice is fit for that business area, appropriate considering any previous history and it considers application of our policies, processes and procedures. Taking all opportunities to provide coaching to customers.</i> ▪ <i>Escalating risks/concerns to Senior People Relations Advisor and Global People Relations Team Leader.</i> <p>Main Responsibilities:</p> <ul style="list-style-type: none"> ▪ <i>Management of medium to high-level ER caseload within respective business area. Including, but not limited to, disciplinaries, grievances, sickness management and appeals. This will include some management of UK cases. Appropriate training will be provided.</i> ▪ <i>Weekly progress reporting on BAU case management and ensuring wherever possible our SLAs are met, achieving efficient case management and on time delivery</i> ▪ <i>Identification and delivery of continuous improvement initiatives to improve processes, procedures and policies, ensuring they remain efficient, fit for purpose and adaptive to business needs while remaining legally compliant</i> 	



- *Delivery of employee relations training to the business to upskill and measurably improve the skills/knowledge of our managers so they can people manage more effectively, driving business performance*
- *Address any issues with line manager non-compliance with policies, procedures, processes and employment law, escalating where appropriate*
- *Positively impact key business measures e.g. reduce absence rates through effective interventions*
- *Ensure the HR systems, case management tools and employee files are up to date and accurately reflect advice given, action taken, and that the paperwork has been sent in a timely manner*
- *Ensure a high level of confidentiality is maintained in all aspects of work*

Occasional:

- *Undertake case reviews to ensure that improvements can be discussed with the manager to raise capability and improve their performance both as a leader and improve the performance of their team*
- *To attend functional/area team meetings to deliver training on areas of Employee Relations where analysis has identified areas for concern*
- *To support the Employee Relations function with ad hoc projects*

Specialist skills and experience

Essential:

- Experienced HR Generalist or ER specialist
- Ability to understand, interpret HR policies, processes and procedures and use these to advise line managers when dealing with complex ER cases
- Up to date employment law and best practice HR knowledge
- Experienced in delivering coaching, training and development interventions to raise line manager capability
- Reasonably flexible and ability to work on shifting work schedules based on requirements of the business

Desired:

- Experience of developing HR policies, procedures and processes
- Experience of dealing with large volumes of ER cases
- Experience of working in a large retail organisation
- Experience of working with case management systems
- Experience of working internationally

Competencies / behaviours

- *Achievement Drive*
- *Works With others*

Diversity and equal opportunities:

As a global employer, Entain is committed to providing a safe, fun, and inclusive culture where our people feel like they truly belong.

We are a multicultural business that values, celebrates and respects individual differences, so whatever your sexuality, gender, gender identity, ability, age, race, religion or belief, you will have a voice here, and the space to do your best work.

Our diverse internal networks provide the support for you to express your views and make a positive difference, all for the good of entertainment.

