

Job Description

Job Title:	HR Supervisor, Employee Relations	Job Category:	Human Resources
Department/Group:	Human Resources	Job Code/ Req#:	30
Location:	ORIA	Travel Required:	Occasionally
Level/Salary Range:	Grade	Position Type:	Full-Time
Job Holder:			

Job Purpose

As part of the Human Resources team, The HR Supervisor, Employee Relations is an integral part of HR and is responsible for building, facilitating, and supporting employee relations, engagement and communications between employees and management. HR Supervisor, Employee Relations formalises the dialog between management and staff and ensures that both sides are heard. HR Supervisor, Employee Relations draws up a plan to set out the ground rules for dialog, stipulates the frequency of meetings, sets the basic agenda for each meeting and clarifies the roles on either side.

Dimensions

An HR Employee Relations Supervisor enables and facilitates communication and employee relations in CIAA and acts as the go-to person for any HR-related issues, concerns, and complaints.

The role involves:

- Developing and implementing an Employee Relations Programme
- Designing HR policies and procedures
- Resolving work conflicts and grievances
- Addressing employee-raised issues and concerns
- Advising departmental managers of the HR Handbook Guidelines as it relates to Policies laid out
- Running negotiations with employee representatives
- Advising senior management with approval of the Chief Human Resources Officer (CHRO)

Role and Responsibilities

- Develop and implement an Employee Relations Programme – the plan is mutually binding and the HR Supervisor, Employee Relations may have to negotiate with management and staff to achieve consensus before the plan is agreed on
- Design Policies and Procedures – in collaboration of the CHRO and Departmental Heads this postholder will design policies and procedures that ensure that CIAA can function safely, fairly and equitably for all

employees. Ensure the Policy documents are distributed to everybody and are understood. In some instances, work along with the HR Training & Development Officer to ensure the training courses are required to explain new and unfamiliar policies and procedures and that training courses are attended

- Resolve Work Conflicts and Grievances – to oversee and advise the CHRO of any conflicts within CIAA and be the first point of contact to mediate in and resolve conflict within CIAA and the challenge is to achieve resolution quickly, fairly and as satisfactorily as possible
- Address Employee-Raised Issues and Concerns – this postholder will treat all concerns and issues raised by employees with diligence and care, making sure the issues are heard and that the employees are given a voice. Ensure the employees feel represented, while it is equally important to uphold the needs of CIAA. This is a matter of trust and integrity
- Advise the CHRO of any employee related matters and consult with staff and management on operational and strategic plans that could affect relations within the workforce. Provide valuable insight to help management make decisions that will cause the least possible pushback from staff while achieving CIAA's mission and vision
- Assist with the Recruitment Strategy so that CIAA recruits the right person for the right job so that there is a smooth transition for new hires and internal promotions ensuring that employee expectations are managed effectively
- Oversee and manage the Employee HRIS system
- Filing and document management
- Maintain process/procedure documentation and support the HR Employee Handbook
- Any other duty that may be assigned from time to time

Qualifications and Education Requirements

Must have a Bachelor's Degree in Human Resources, Employee Relations or Conflict Management. Alternately, the preferred candidate will possess a High School Diploma with at least five (5) years' experience in human resources management and/or employee relations.

Preferred Skills

- Expert in conflict resolution skills
- Attention to detail
- Organising skills with the ability to work under pressure and to meet tight timelines
- Ability to prioritise multiple tasks to meet team deadlines
- Excellent verbal and written communication skills
- Ability to maintain confidentiality
- Good working knowledge of HRIS systems
- Strong leadership abilities
- Ability to learn new processes and support continuous improvement
- Impeccable trustworthiness and discretion
- Flexible and strong team player

Assignment & Planning of Work

- Work assigned by the CHRO or designate
- Postholder must be self-motivated to achieve objectives without constant supervision

Supervision of Others

- Training & Development Officer



298 Owen Roberts Drive, PO Box 10098
Grand Cayman KY1-1001, CAYMAN ISLANDS

+1 345 943 7070
ciaa@caymanairports.com
caymanairports.com

Other Working Relationships

- Occasional liaison with Managers and staff from all departments

Additional Notes

The main challenge is time management. It is essential that timely and accurate reports be prepared to provide management with useful information for Strategic HR decision-making.

Working Conditions

Working conditions are normal office conditions, occasionally requiring extra time in order to meet planned or imposed deadlines.

Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:		Date (dd/mm/yyyy):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	