

JOB DESCRIPTION / PERSON SPECIFICATION & COMPETENCY FRAMEWORK

Job Title	Employment Law Consultant (HQ / Regional)
Reports To	Employment Service Manager
Department	Business Services
Location	Stoneleigh
Grade	4

JOB DESCRIPTION

Reporting to job holder:

- N/A

Main Purpose and Scope of Job:

- To ensure that a high standard of employment law advice is given to members and that optimum levels of member services are maintained.
- Provide an accurate, timely consultancy service to members, either by telephone, written or on-site, whilst observing the organisations quality controls and procedures.
- To support the Employment Service Manager in the membership sales process, marketing and development of the membership,

Levels of Authority:

- To provide an employment law related consultancy service to members.
- To provide verbal and written employment advice to members.
- To attend sales meetings as and when required.
- To prepare and deliver presentations internally and externally on employment law and the membership.
- Manage and develop working relationships with internal and external stakeholders at all levels from senior management to customer service advisers to ensure the effective delivery of the service and promotion and development of the membership.

Legal and Technical Knowledge:

- To provide a high standard of up-to-date employment legal advice based on current legislation to Employment Service members and other NFU members
- To advise on and review and/or draft employment documentation within the remit of the service, including settlement agreements.
- To undertake training (both internal and external) and research in order to remain up-to-date in the areas of law on which advice is given.
- Mentor, train and develop colleagues to provide consultancy services to members as and when required

Management and Functional Responsibilities:

- To provide product knowledge and sales training to colleagues (NFU and NFU Mutual).
- To manage and convert ad-hoc consultancy referrals from colleagues.
- To arrange and attend consultancy appointments as required.

- Discuss and agree fee rates and timescales for completion of work with potential members.
- To provide the Employment Service Manager with regular updates on the progress of consultancy cases.
- To prepare and present at meeting and seminars both internally and externally.
- Support colleagues through appropriate training and ad-hoc briefing sessions.
- To ensure adherence to the organisation's customer service, quality controls and procedures
- To produce written legal articles, documents and management information as and when required.
- To ensure the accurate recording of any member contact is captured on the CRM system.
- Actively promote the membership and create sales opportunities.
- Deputise the Employment Service Manager as and when required.
- To assist in the preparation of process map and work instructions relevant to the role.
- To support the Employment Service Manager in ongoing development of the Employment Service.
- Working closely with the Specialist Advice Team by supporting colleagues with queries and ensuring that Employment Service vetting work is completed and responded to.

General:

- Data security and Data Protection Act compliance.
- Maintain an up-to-date knowledge of NFU products and campaigns.
- To be aware of Health and Safety legislation and so far as is reasonably practicable; ensure compliance with the Health and Safety at Work Act.
- This post is based at HQ Stoneleigh and will require regular travel within England and Wales and may involve overnight stays.
- Where appropriate, to actively promote the products and services of the NFU.
- This job description will develop to meet the needs of the NFU and any additional duties will be commensurate with the post holder's grade.

Job Title	Employment Law Consultant
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COMPETENCIES

		Level
Core Competencies	<ul style="list-style-type: none">• Understanding the NFU• Working Together• Personal Accountability• Communication	3 – Managing 3 – Managing 3 – Managing 3 – Managing
Functional Competencies	<ul style="list-style-type: none">• Member Focus• Technical Expertise• Analysing and Problem Solving• Planning and Organising	2 - Supporting 3 – Managing 2 - Supporting 3 – Managing

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge and Expertise	<ul style="list-style-type: none"> ▪ Law or similar degree qualification. ▪ Experience of providing an employment law consultancy service to clients. ▪ Experience of dealing with clients on employment law queries both over the telephone and on a face-to-face basis. ▪ Professional telephone & face-to-face manner. ▪ High level of organisational & administrative skills and experience. ▪ Experience of writing articles for publications and editing the work of others ▪ Experience of delivering a high standard of customer service ▪ Experience of working to targets and deadlines ▪ Ability to carry out effective and timely legal research ▪ To hold a comprehensive working knowledge of legislation 	<ul style="list-style-type: none"> ▪ Experience of a membership organisation ▪ To have an understanding of agriculture and farming
Communication and Relationship Skills	<ul style="list-style-type: none"> ▪ To be a confident and effective communicator with excellent verbal, written and analytical skills. ▪ Experience of presenting to a range of audiences ▪ Ability to promote the Employment Service to both internal and external stakeholders, whilst developing effective business relationships 	

Practical and Physical Skills	<ul style="list-style-type: none"> ▪ Basic computer and keyboard skills ▪ Computer literate, to include Microsoft office 	<ul style="list-style-type: none"> ▪ Experience of working with a CRM software database
Decision Making and Problem Solving	<ul style="list-style-type: none"> ▪ Ability to address issues and problems and offer appropriate solutions. ▪ Ability to organise and prioritise a diverse workload to meet deadlines and service standards. ▪ Ability to take responsibility and use initiative as appropriate ▪ Ability to adopt an imaginative approach to problem solving and where appropriate, implement effective solutions 	
Responsibility for Information	<ul style="list-style-type: none"> ▪ Ability to research, analyse and evaluate information. ▪ Ability to make appropriate use of a database and CRM system. 	
Responsibility for Supervision / Management	<ul style="list-style-type: none"> ▪ Provide support, assistance and guidance to colleagues as appropriate. ▪ Mentor, train and develop colleagues 	
Physical and Mental Effort	<ul style="list-style-type: none"> ▪ Ability to attend on-site meetings ▪ Ability to work effectively under pressure and to strict deadlines ▪ Ability to deal with complaints/objections effectively ▪ Must have a passion and interest in Customer Service ▪ Is capable of dealing with a diverse workload ▪ Able to cope with interruptions and changing priorities ▪ Needs to have a flexible approach 	

Personal Circumstances /Additional Requirements	<ul style="list-style-type: none">▪ Travel will be required within England and Wales – including attending appointments, meetings and seminars which may include overnight stays▪ Full current driving licence (consideration will be given under the Equality Act where applicable)	
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