JOB PROFILE

POSITION DESCRIPTION	
Position Title	Specialist: Employee Relations
Purpose	The purpose of this position is to promote harmonious relationships in the workplace by designing, developing and implementing proactive employee relations policies, structures and procedures in order to mitigate any potential risk originating from the employer/employee relationship. The incumbent will provide advice on labour law/ industrial relations and policy matters and, facilitate consultations and negotiations between management and employees on matters of mutual interests and implement consequence management (grievance and misconduct) within NDA.
Directorate	Corporate Services
Reports To	Senior Manager: Human Resources
Position location	National Office
Peromnes Grade	7
Number of Direct Reports	N/A

POSITION REQUIREMENTS	
Minimum Qualification	• A Bachelor's degree in Human Resources or Labour Relations or an equivalent qualification

Essential Experience	• At least 5 years in labour relations management • At least 3 years experience in labour relations in public sector • Extensive experience in collective bargaining, grievance handling and misconduct/consequence management
Knowledge	• Expert knowledge of the Labour Relations Act • Expert knowledge of other relevant HR legislation applicable to employee relations environment • Expert knowledge of CCMA rules, processes, procedures and dispute resolution
Core Competencies	• Strategic Capability and Leadership • Policy conceptualization, analysis and implementation • People Management and Empowerment • Programme and Project Management • Financial Management • Change Management • Knowledge Management • Service Delivery Innovation • Problem Solving and Analysis • Client Orientation and Customer Focus • Communication • Honesty and Integrity • Interpersonal skills • Leveraging diversity • Coaching and mentoring
Personal Attributes	• Tenacity • Professionalism • Integrity

MAIN AREAS OF RESPONSIBILITY	
Institutionalisation of the employee relations function and capacity within NDA	• Ensure that proactive labour relations policies, structures and procedures are in place and that they are properly communicated to all, consistently applied and they promote co-operation and respect amongst all levels of staff to achieve stable and healthy relationships. • Maintain and update all IR policies and procedures, ensure statutory compliance with relevant legislation

	• Ensure the enforcement and adherence of these policies and procedures by advising and monitoring management and staff. • Ensure case management and record keeping of all ER matters • Develop human and institutional capacity of NDA to implement the employee relations policies and to comply with statutory requirements. • In conjunction with the OD unit, develop training programmes in employee relations for management and staff. • Develop, implement and promote employee relations programmes or interventions.
Workplace Relationship Management	• Facilitate the development and implementation of organisational rights agreements with union/s or employee representatives • Monitor, review, and suggest amendments to the relationship agreement as required. • Facilitate the implementation of employee / (Union)/management meetings. • Management of industrial action and provide technical support to NDA • Consult and advise management and employees with regard to legislation, policies, and procedures • Attend and/or facilitate divisional or unit meetings, when required and where employee relations are adversely affected. • Facilitate and maintain a good working relationship with union representatives • Maintain sound relationship with representatives from the Labour of Department, and any other government official and Service Providers • Monitor and ensure implementation of agreements between management and union/s.
IR Consultation	• Identify and/or evaluate causes of conflict and propose appropriate corrective action • Represent NDA at the CCMA in Conciliation and Arbitration matters • In conjunction with the Legal and Risk Unit, facilitate and oversee any litigations emanating from employee relations

	• Provide support to management and staff in managing performance and assist in the analysis of plans to resolve any identified performance problems. • Monitor the labour relations practices of all divisions • Monitor developments within the labour relations field and advise on best labour relations practices • Represent management in consultation meetings with trade unions • Assist Management in wage negotiations with trade unions • Facilitate the resolution of formal grievance • Handle disciplinary matters in the NDA following due process
Systems Management and Reporting	• Implement and maintain a comprehensive IR administration system. • Maintain an up-to-date information management system of all IR-related information • Produce reports on IR trends or activities throughout the organization • Monitor internal labour relations trends and submit relevant reports • Remain apprised of all changes or relevant news, and provide analysis and report on same.

KEY RELATIONSHIP INTERFACES	
Internal Relationships - other than reporting lines (manager and subordinates). *	**External Relationships (With Local/Provincial structures and other key parties, specify)**
• NDA Management • NDA Employees • NDA Departments • Employee Representatives • NDA Bargaining Forum structures	• Government Departments e.g. DSD and DoL • CCMA • Labour Law Experts

Signed by: (**Job Holder)**	Authorised by: 
Date:	Date: 05 November 2026