

HR ER Caseworker

Job Description

Position Pay Level: 6

Position Pay SCP: 24 - 29

Salary: £37,711 - £42,307 (Inclusive of Local Weighting Allowance per annum)

DBS requirement: Basic

Reports to: HR Employee Relations and Policy Manager

Main Purpose of the Job

- As an Employee Relations Advisor, you will be responsible for providing guidance and support to managers and employees on various employee relations matters within our organisation.
- Your primary focus will be on promoting positive working relationships, resolving conflicts, and ensuring compliance with employment laws and regulations. HR Case Work Officers play a critical role as we make a step change in the way we deliver people related services to customers and organise our transactional work in the HR Service.
- You will be specialists in practically supporting in the application of policy, supporting and mentoring managers to resolve employee relation issues.
- The role holder will be passionate about customer services, ensuring HR services is easy to access and navigate, so customers are able to quickly resolve their people queries and issues.
- In the role you are a HR case work specialists who can provide advice and guidance on the full range of employee relation queries. This role requires strong interpersonal and communication skills, along with a deep understanding of HR policies and practices.

Specific Responsibilities

- Provide expert HR advice to line managers on a wide range of HR topics, ensuring the effective resolution of employment issues by offering clear guidance on policies, procedures, and best practices, leveraging in-depth knowledge and professional expertise.
- Support both managers and employees in handling employee relations matters, offering guidance on policy interpretation, conflict resolution, performance management, and fostering positive working relationships.

- Manage a diverse caseload of people-related issues, including onboarding, probationary assessments, grievances, absenteeism, performance management, and disciplinary matters, working closely with Line Managers and Business Partners to resolve issues efficiently and effectively.
- Maintain and monitor case records with precision, ensuring all documentation is up to date, and track progress against Service Level Agreements. Proactively address any potential issues and escalate concerns when necessary to ensure smooth HR operations.
- Analyse HR data trends to identify opportunities for service improvement, including recommending changes to HR policies, procedures, and accessibility measures, ensuring they align with organisational needs and enhance the employee experience.
- Mediate and facilitate discussions between employees and management to resolve conflicts and improve working relationships.
- Stay updated with employment laws and regulations, providing guidance to ensure compliance and mitigate legal risks.
- Provide coaching and training to managers on effective employee relations practices, conflict resolution, and performance management.
- Support the implementation of policies and processes, ensuring consistency and fairness in their application.
- Collaborate with HR and legal teams to ensure consistent interpretation and application of HR policies and procedures.

Person Specification:

HR ER Caseworker

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Experience	Extensive experience advising and supporting managers on employment-related matters, with a comprehensive understanding of employment law and best practices.	E	A/I
	In-depth knowledge of HR processes, systems, and relevant employment legislation, including redundancy laws and associated HR practices.	E	A/I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Skills and Abilities	Ability to communicate clearly and empathetically, demonstrating advanced listening and questioning techniques. Capable of building trust and rapport when managing sensitive employee matters.	E	A/I
	Proven track record of meeting performance targets and service levels, with a continuous drive for improving service delivery.	E	A/I
	Strong problem-solving skills with the ability to manage competing priorities effectively, always striving for process and service improvements.	E	A/I
	Good working knowledge of MS Office suite of products and business technology and the ability to use systems.	E	A/I
Qualifications	Hold a minimum of a Level 5 CIPD qualification or equivalent experience, with a strong commitment to ongoing professional development.	E	A/I
	Demonstrable commitment to continuous professional development.	E	A/I