

ER Specialist



> Corporate and People Directorate > Human Resources

What's it all about

The ER Specialist is a core member of the Employee Relations Centre of Expertise, responsible for the delivery of expert, risk-aware employee relations advice. The ER Specialist will independently manage a portfolio of ER casework, ensuring that people issues are resolved effectively, fairly and in line with policy, employment law and our organisational values.

Working closely with ER colleagues, HRBPs and other Centres of Expertise, the ER Specialist plays a key role in contributing to wider ER insight and embedding a proactive, early intervention approach, helping managers to address issue confidently and appropriately while maintaining a strong focus on risk management, employee experience and continuous improvement.

How you'll make a difference

You will improve the employee experience and strengthen organisational capability by:

- Managing employee relations cases effectively, ensuring fair, consistent and timely outcomes.
- Supporting managers to address issues early, reducing escalation and reliance on formal processes.
- Applying sound judgement to identify and manage people-related risk.
- Identifying emerging patterns from casework and contributing to the continuous improvement of ER practice.
- Ensuring high-quality, legally robust documentation and governance standards.
- Helping embed learning and development activity by reinforcing good practice and signposting managers to training.

The impact: smoother, quicker resolution of issues, reduced people-related risk, greater consistency across departments and a better employee experience, enabling improved outcomes for our customers and residents.

How you'll do it

- Manage a portfolio of ER cases, taking ownership for progression and outcome.
- Provide credible and expert advice to managers on ER policy, process and application of employment law, ensuring clear and practical guidance.
- Apply professional judgement to assess risk within cases, escalating complex or high-risk issues appropriately to the ER Specialist or Senior ER Manager.
- Take a joined-up view of people issues, identifying early indicators across the breadth of employee relations case types to predict future activity, enabling managers to effectively intervene early.
- Demonstrate professional curiosity, asking probing questions and exploring root causes to help managers better understand the wider context of people issues.
- Produce high-quality case documentation, ensuring letters, reports and case summaries meet ER governance standards and support consistent decision-making.
- Maintain accurate and timely case records, contributing to reliable ER data and reporting.
- Identify recurring issues or themes within casework, sharing insights with the ER Centre of Expertise to support continuous improvement.
- Work collaboratively with the wider People Directorate ensuring a seamless HR service.
- Support the delivery of ER-related training and guidance by reinforcing good practice in day-to-day interactions with managers.
- Promote fairness, consistency, and inclusion in all people-related decisions and interactions, ensuring that our values are upheld throughout processes.
- Ensure that you follow and keep up to date with all relevant NHG policies and related procedures, legislation, and regulation.



All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

This role is at **colleague** level.

Essential knowledge, experience and skills

- Proven experience independently managing employee relations casework, handling a portfolio of cases end to end.
- Experience working in a complex, multi-site, or unionised environment within a HR or ER function.
- Strong working knowledge of employment law and ER processes, and the ability to apply these in a practical and risk-aware way.
- Ability to assess and manage people-related risks, making sound judgements and recognising when to escalate.
- Strong written skills, with the ability to produce clear, accurate, accessible and legally robust documentation that is easy for managers and colleagues to understand and act upon.
- Confident communication skills, able to provide clear, balanced, and pragmatic advice.
- Good judgement, attention to detail and ability to manage confidential information.
- Strong organisational skills with the ability to manage multiple priorities and a varied caseload.
- High levels of professionalism, discretion, and integrity when handling sensitive and confidential matters.
- Collaborative and solutions-focused approach, working effectively with managers and the wider HR team.

Desirable knowledge, experience and skills including qualifications and professional membership

- CIPD Level 5 or equivalent qualification, or demonstrable experience at this level.

Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

Commented [JC1]: Repeated heading? I think it is supposed to say 'desirable' but I don't think what you have written in the first bullet point is desirable.

