

Senior ER Manager

> People Directorate > Human Resources

What's it all about

The Senior ER Manager is the organisation's leading expert on employee relations. The role shapes and delivers the ER strategy, leads casework governance and proactive workforce risk management, oversees constructive industrial relations, and ensures robust policy, governance and compliance.

Working as part of the wider HR senior management team and partnering closely with Senior HRBPs and all Centres of Expertise, the Senior ER Manager leads the ER function and provides critical insight, risk management and professional standards that support an engaged, fairly treated and high-performing workforce.

How you'll make a difference

You will strengthen organisational culture, capability and confidence by:

- Delivering a clear, proactive ER strategy that manages and reduces risk, and improves decision-making.
- Ensuring high-quality, fair, consistent and legally compliant handling of all ER cases.
- Providing trusted strategic advice to senior leaders, Senior HRBPs and CoEs.
- Using ER insight and analytics to identify hotspots, shape prevention activity and improve manager capability.
- Modernising ER policy, approach and governance.

Your work will manage risk, reduce avoidable ER issues, ensure consistency and fairness, strengthen organisational trust, and help shape a colleague experience that reflects our values – ultimately strengthening organisational performance, key results and the overall customer experience.

How you'll do it

- Lead the organisation-wide ER strategy, ensuring alignment to values, overarching People strategy and local People Plans and workforce priorities
- Provide expert advice to senior leaders (including C-suite) and Senior HRBPs on ER

risk, complex issues, culture and organisational implications

- Oversee all complex ER casework (including ACAS and ETs), ensuring quality, consistency, governance and compliance
- Lead and develop the ER Centre of Expertise, creating a high-performing, professional and engaged team
- Produce insight and analytics for the C-suite and SLT, highlighting risks and driving prevention strategies
- Own the ER policy suite, ensuring clarity, accessibility and legal compliance
- Work collaboratively with CoEs, ensuring ER insight shapes leadership and workforce development, recruitment practice, reward governance and workforce planning
- Champion diversity, equality and inclusion by ensuring all people decisions, policies and practices are fair and aligned with organisational values; promote inclusive leadership behaviours, and work collaboratively across HR and CoEs to embed an inclusive culture
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- 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.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.



Working better together
for our residents

This is a people manager role. Please [refer to our people manager standards](#). **(Delete if this isn't relevant)**

Essential knowledge, experience and skills including qualifications and professional membership

- Extensive experience leading ER activity in a complex, unionised or multi-site environment
- Deep knowledge of UK employment law, ER best practice and industrial relations
- Proven expertise in managing high-risk, sensitive and complex cases with sound judgement and strategies
- Strong negotiation, influencing, coaching and relationship-building capability at senior levels including C-suite and senior leadership teams
- Ability to analyse and link people data, identify trends and produce actionable workforce insight
- Experience managing coaching and developing a team of ER professionals
- Deeply skilled in risk management and governance
- CIPD Level 7 or equivalent qualification or demonstrated experience