

Job Description

Job Title	Employee Relations Operations Lead
Directorate	Strategy & Change
Service Area	People & Organisational Culture
Grade	10
Competency Level	3
Salary	£58,543 - £64,645
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not required
Job Evaluation Ref No	A10525

Job Purpose

To lead the operational delivery and continuous improvement of the Council's employee relations service, ensuring high-quality case management, consistent advice, effective team performance and timely resolution of employee relations matters.

The postholder will provide leadership to Senior Employee Relations Partners and Employee Relations Partners, driving improvements in casework practice, compliance, management confidence and service outcomes.



Directly Responsible For:

Senior Employee Relations Partners

Directly Responsible To:

Head of HR Operations

Main Areas of Responsibility:

- Lead and manage the operational delivery of the employee relations service, ensuring timely, consistent and high-quality advice across disciplinary, grievance, attendance, capability, performance, flexible working, redeployment and related employment matters
- Manage, coach and develop Senior Employee Relations Partners and Employee Relations Partners, ensuring appropriate supervision, quality assurance, reflective practice and professional development
- Oversee the allocation, progression and resolution of employee relations casework, ensuring cases are managed within expected timescales and in accordance with Council policies, employment legislation and best practice
- Identify, evaluate and resolve complex operational issues affecting service delivery, implementing process improvements and changes to team working arrangements to maintain performance and service standards
- Provide senior-level advice and intervention in complex, sensitive or high-risk employee relations cases, including those involving senior managers, trade union interest, reputational risk or potential litigation
- Support managers and HR colleagues to apply employment policies fairly and consistently, building management confidence and capability in handling employee relations matters
- Contribute to the review and development of employee relations policies and procedures, providing operational expertise, casework intelligence and

practical feedback to support policy improvements, consistency of practice and effective implementation

- Provide senior support and intervention in complex disciplinary, grievance, capability and attendance matters, including attendance at hearings, appeals, Employment Tribunals and other formal proceedings where required
- Monitor employee relations performance data, themes and trends, using insight to identify service improvements, learning opportunities, policy issues and preventative interventions
- Provide timely and regular employee relations management information and insight to directorates, highlighting key themes, risks and trends, and attend Directorate Management Team meetings as required to support senior management oversight, decision-making and service improvement
- Where appropriate, undertake investigations and oversee investigatory processes through to conclusion, including quality assurance of reports, recommendations, witness statements and Employment Tribunal documentation
- Provide senior oversight and support in relation to retirement and pension-related employment matters, ensuring compliance with relevant policies, pension regulations and governance requirements, and acting as the key liaison with pension providers where required
- Work collaboratively across HR Operations and with HR Business Partners, Policy, Legal, Occupational Health and Wellbeing, Organisational Development and Trade Union colleagues, applying detailed knowledge of related HR services to identify interdependencies, resolve cross-service issues and ensure joined-up support and service delivery
- Lead operational improvement projects and programmes relating to the People Plan, operational priorities, audit recommendations, legislative requirements and service improvement objectives
- Champion a culture of fairness, inclusion, accountability, learning and continuous improvement across employee relations practice

- Undertake where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The post holder will be required to use display screen equipment and sit at a computer desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 3**.

[The competency framework can be found here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Graduate/Level 7 CIPD qualification (A)
- Evidence of continuing professional development (A/I)

Desirable

- Mentoring or coaching qualification

Experience

Essential

- Strong understanding of employment legislation, employee relations practice and the application of HR policies in a complex organisation (A/I)
- Extensive experience of managing complex employee relations casework, including disciplinary, grievance, attendance, capability, performance and related employment matters (A/I)
- Experience of leading, coaching and developing HR or employee relations professionals to deliver high-quality, consistent and customer-focused services (A/I)
- Experience of improving case management practice, service standards, management information and operational performance (A/I)

- Experience of advising senior managers on sensitive, complex or high-risk employee relations matters (A/I)

Desirable

- Experience of providing high standards of customer service

Skills/Abilities

Essential

- Ability to provide clear, pragmatic and legally sound advice on complex employee relations issues (A/I)
- Ability to lead and improve operational service delivery within a fast-paced HR environment (A/I)
- Ability to coach and develop HR professionals, supporting reflective practice and continuous improvement (A/I)
- Strong analytical skills, with the ability to use casework data and trends to identify risks, learning and service improvements (A/I)
- Ability to build credible relationships with managers, trade union representatives, employees and professional colleagues (A/I)
- Exceptional written and verbal communication skills, including the ability to produce high-quality reports, correspondence and briefings (A/I)

Desirable

- Ability to negotiate with managers and trade union representatives whilst maintaining effective, credible relationships.

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

