

Job Description

Job Title	Workplace Wellbeing Partner
Directorate	Strategy and Change
Service Area	People and Organisational Culture
Grade	6
Competency Level	2
Salary	£35,412 to £39,862
Job Type	Hybrid
Location	Cunard
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A10333

Job Purpose

To provide proactive, supportive and outcome-focused advice to employees and managers, helping to maintain attendance and enable safe and sustainable returns to work.

The role focuses on early intervention, coordinating access to occupational health and wider wellbeing support, and enabling timely, practical solutions that remove barriers to attendance.

Working in partnership with managers, Employee Relations and external providers, the Wellbeing Partner will support the effective management of sickness absence by facilitating recovery, advising on workplace adjustments and ensuring a coordinated and consistent approach to wellbeing.

Directly Responsible For:

Not applicable

Directly Responsible To:

Wellbeing Lead

Main Areas of Responsibility:

- Act as a central point of expertise and coordination for wellbeing and occupational health support, enabling staff and managers to access the organisation's wellbeing offer through clear, defined pathways.
- Manage wellbeing and occupational health cases, drawing on occupational health contracts including Employee Assistance Programmes, critical incident support, physiotherapy and other specialist interventions.
- Provide specialist occupational health and wellbeing input on longer-term and complex absence cases, working alongside Employee Relations to support recovery and return to work.
- Maintain strong oversight of wellbeing and occupational health cases, actively tracking progress, identifying delays or barriers, and intervening to pull the right levers to support recovery and return to work.
- Play a key role in delivering day-one stress and mental health referrals, ensuring early intervention to speed recovery and reduce absence.
- Proactively check in with employees and managers to follow up on actions, confirm progress and support the implementation of reasonable adjustments

in a timely and effective way, working with managers and Human Resources as appropriate.

- Provide disability and neurodiversity support, advising on reasonable adjustments, inclusive practices and longer-term workplace solutions.
- Commission and coordinate targeted interventions, including urgent or emergency responses where required, and refer employees for appropriate physical health interventions.
- Support managers to make high-quality referrals, ensuring information is clear and focused on achieving actionable, work-focused outcomes.
- Coordinate case conferencing for complex cases, bringing together managers, HR, occupational health providers and external specialists as appropriate.
- Act as a client-side quality assurer of outsourced services, monitoring responsiveness, outcomes and value, and escalating concerns where standards are not met.
- Maintain a strong understanding of wider specialist provision within the City, enabling effective signposting and holistic, place-based support.
- Contribute to service improvement by identifying themes, gaps and opportunities to strengthen early intervention, pathways and outcomes.

Supervision and Management Responsibility:

No line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

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:

- No exceptional physical demands; role requires sustained use of a computer and telephone

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 **2**.

[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

- Relevant qualification or experience in a wellbeing, occupational health, HR, employee relations or related field. (A,I)

Desirable

- Training in mental health first aid, inclusion, mediation, stress management, neurodiversity or reasonable adjustments

Experience

Essential

- Experience of working in a wellbeing, occupational health, HR, employee relations or similar people-focused role (A,I)
- Experience of managing or coordinating complex cases involving health, wellbeing, sickness absence or workplace adjustments (A,I)
- Experience of supporting employees and managers to remain in work or return to work following physical or mental health challenges (A,I)
- Experience of working collaboratively across teams, maintaining effective relationships with internal and external stakeholders (A,I)
- Experience of navigating services, pathways or support offers on behalf of others (A,I)

- Understanding of supporting or advising on workplace adjustments (A,I)

Desirable

- Experience of coordinating case conferencing or multi-disciplinary discussions
- Experience of supporting disability and neurodiversity in the workplace, including reasonable adjustment planning
- Experience of working within a large, complex or public-sector organisation

Skills/Abilities

Essential

- Excellent communication skills, with the ability to engage confidently, sensitively and professionally with employees, managers and specialists (A,I)
- Strong organisational skills, with attention to detail and the ability to follow up and see actions through to completion (A,I)
- Ability to influence and support managers to make high-quality referrals and decisions, without formal authority (A,I)
- Ability to work with discretion and maintain confidentiality when handling sensitive personal information (A,I)

Desirable

- Knowledge of sickness absence management, early intervention and return-to-work best practice
- Ability to interpret occupational health advice and translate it into practical, actionable workplace solutions

- Understanding of relevant employment and equality legislation, particularly in relation to disability and reasonable adjustments.
- Ability to contribute to quality assurance, service improvement and outcome tracking
- Confidence in working with external providers and challenging constructively where service quality or timeliness is not meeting expectations

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible and proactive approach to meeting organisational needs