



# HR Case Manager, (Level 2) My Role (Job Description)

Name

Reports to

Lead HR Case Manager

Salary

# Welcome to your My Role Pack, your pack will:



Give you a clear description of your role including your accountabilities and responsibilities.



Highlight all of the training you need to complete and timescales.



Help you to spend time reflecting on what you have learnt and to share with your manager.

# Job Purpose



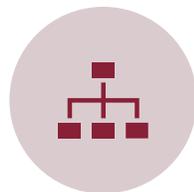
Deliver a first class, timely decision driven discussions, instilling confidence, enabling managers to generate their own solutions, adhering to employment law best practice and policy.



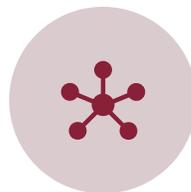
Facilitate decisions that balance the needs of colleagues and the commercial considerations of the business, supporting colleague engagement and employer brand.



Champion positive colleague relations with stakeholders across the business and protect it from risk.



Development and implementation of HR policy, process, workshops and toolkits.



Build internal and external networks to positively impact our future plans and business performance.



Review HR data to proactively deliver measurable improvements in People KPIs with stakeholders.



All decisions made align to the organisations values and mission statement.

# Within your role you will

## Policy/Process and Toolkits

- Write, update and launch simple and clearly defined efficient policies, processes, toolkits and training sessions through effective and timely project management and consultation with the business and stakeholders, balancing the needs of the business and legal compliance.
- Effectively communicate HR messages, updates and policy changes to stakeholders.
- Assist with upskilling the AskHR team and wider people team where appropriate.
- In every conversation champion equality and diversity, lead by example.

## Operational Execution / People KPIs

- Work with stakeholders to identify pragmatic solutions to business issues, balancing commercial needs with the needs of our colleagues, enabling proactive solutions.
- Project manage the people aspects of the TUPE process for mobilisations and exits.
- Ensure all DBS referrals are reviewed with stakeholders and made as appropriate.
- Ensure all professional referrals are reviewed with stakeholders and escalated appropriately.
- Work with our external solicitors to ensure Tribunal claims are managed effectively and efficiently (including exploring ways in which legal fees can be reduced). Ensure case learnings are reviewed.

# Within your role you

## Performance / Management Information

- Coach, support and guide managers to manage employment relationships more effectively.
- Provide guidance on cases relating to disciplinary, grievance, TUPE, organisational change (including consultations and redundancy) complex sickness cases and performance management.
- Coach managers on performance management processes to ensure that leaders are equipped to carry out their management / leadership responsibilities through relevant technical training / management development programmes.
- Guide managers through Employment Tribunal claims and Settlement Agreements where appropriate.
- Provide guidance on employment law matters, escalating any business risk or highly complex cases to the Lead HR Case Manager and the Regional Director.

## Data Analysis / SLAs

- Risk data and meetings, analysing trends in disciplinary cases and proactively planning to reduce those risks.
- Freedom to speak up data, identifying quarterly trends and proactively planning to reduce the number of complaints, through engagement and managerial upskilling for regional area of accountability.
- Support the development and cascade of the People dashboard, recording HR KPIs and performance.
- Accurate ELI data for exits, TUPE process.
- ER SLAs, disciplinary and grievance cases timelines, case priority RAG and escalation times.
- PLT escalations, highlighting key people risks to the wider people team.

# Skills

## How (Behavioural)

- Empathy, putting people first
- Resilience, getting the best from yourself
- Professional, courage and influencing
- Collaboration, working better together
- Innovation, being open to new ideas
- Responsiveness, thinking on your feet
- Facilitation, initiating action through others

## What (Technical)

- Strong employment law knowledge
- Change management, OD, Tupe
- People Practice
- HR Data, people analytics
- Performance management
- Diversity and inclusion
- Employee experience
- Commercial Awareness