

## HR Case Management Specialist

Job Ref: REQ260134

### School/Department summary:

The Department of Human Resources is a key professional service within the University. We support the University's mission by delivering a high quality, progressive, equitable and inclusive employment experience, working closely with leaders in the organisation. Our vision is for the University to be a diverse and inspiring place to work that enables people to be themselves and perform at the highest levels in support of the University's ambitions. The Department comprises the following teams:

- HR Partnering
- HR Services
- HR Systems and Data
- Recruitment and Resourcing
- Payroll Services
- Reward and Benefits

### Job Description

**Job Family and Grade:** Management and Specialist Grade 6

#### Job Purpose

The HR Case Management Specialist is responsible for leading and managing employee relations casework across the University, providing expert, proactive, and risk-informed support to ensure timely, fair, and effective resolution of complex people matters. Along with contributing to the delivery of a progressive, equitable, and inclusive employment experience for all staff, aligned with the University's values and strategic objectives.

The role may undertake specialist or project-based activities as assigned by Senior HR Business Partners or the Senior Leadership Team.

#### Job Duties

- Provide end-to-end employee relations case management support across the University, managing cases from early resolution through to appeal stages.
- Lead support for investigations, creating investigation strategies based on the unique circumstances of each case, conducting risk assessments as appropriate, assisting in report development, and coordinating with stakeholders to progress cases.
- Develop adventurous and creative solutions to employee relations that enhance the employee experience and add value to the process and outcomes.
- Coach and support managers to build confidence and capability in handling employee relations matters, reducing reliance on formal processes through early intervention and effective people management.
- Lead and support organisational change and restructuring activity across the University, ensuring compliance with policy, employment law, and best practice.

- Lead on immigration casework, with technical guidance and support from the Senior Immigration Officer ensuring compliance and efficient, sensitive case handling.
- Use employee relations casework data and insights to identify trends, risks, and emerging issues, escalating key findings and recommendations to the Senior HR Business Partner.
- Take proactive ownership of reviewing and improving HR policies, procedures, and guidance, ensuring they remain effective and keeping key stakeholders informed.
- Support the development and delivery of training initiatives and resources to enhance management capability.
- Engage constructively with Trade Union representatives and key stakeholders to maintain positive working relationships and support effective case management.
- Proactively promote and support wellbeing-focused approaches within employee relations practice.
- Ensure all case management details are recorded accurately on the Case Work Tracker and that reviews of case progress and risk are conducted.
- Embed equity, diversity, and inclusion principles into all employee relations activities and decision-making.
- Maintain confidentiality in relation to people matters and information management complying with GDPR.
- Work collaboratively with other teams in HR to deliver a seamless and high-quality service to stakeholders.
- Any other reasonable duties assigned by the Director of HR.

### **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

### **Organisational Responsibility**

Reports to the: Senior HR Business Partner

### **Person Specification**

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

## Essential Criteria:

Area	Criteria	Stage
Experience	Experience of working in an HR team in a large, complex organisation	1,3
	Experience of dealing with complex HR issues including employee relations casework	1,2,3
	Experience of working with stakeholders to understand their needs	1,2,3
	Experience of managing change initiatives	1,3
	Experience of delivering training	1
	Experience of applying immigration legislation and policy to casework.	1,3
	Experience of maintaining confidentiality and compliance with GDPR	1,3
Skills and abilities	An understanding of how HR can contribute to creating a high quality, progressive and inclusive employment experience	1,2,3
	Proven ability to work on own initiative and meet project deliverables	1,2,3
	Proven ability to work collaboratively with colleagues in HR to achieve the best outcomes	1,2,3
	Meticulous attention to detail	1,2,3
	Proven ability to prioritise task and work under pressure to meet deadlines	1,2,3
	Strong interpersonal skills to be able to build relationships with a range of stakeholders and influence them to deliver the project requirements	1,3
	Strong analytical skills to be able to understand, analyse and report on data sets	1,2,3
	Up to date knowledge of employment law	1,3
	Commitment to equity, diversity and inclusion	1,3
Qualifications	Degree level education or equivalent experience	1
	CIPD Level 5	1

## Desirable Criteria:

Area	Criteria	Stage
Experience	Experience of working in higher education	1
Skills and abilities	Experience of mediation and or coaching	1
Qualifications	CIPD Level 7	1

## Conditions of Service

**Two positions available:** one full-time, open-ended, and one full-time, fixed-term maternity cover

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

## Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

## Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

## Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**