

Employee Relations Adviser

Job Ref: REQ260695

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

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, including Reward and Benefits
- Employee Relations
- HR Services
- HR Systems and Data
- Recruitment and Resourcing
- Payroll Services

Job Description

Job Grade: Administrative Services Grade 5

Job Purpose

The Employee Relations (ER) Adviser provides practical and timely support to managers on employee relations matters, focusing on day-to-day case management, guidance on policy, and the delivery of consistent, people-centred outcomes that support positive employee experiences. The role contributes to maintaining positive employee relations and ensuring that routine ER issues are resolved efficiently and in line with University policies and employment law.

The ER Adviser works under the direction of the Employee Relations Manager, escalating complex, high-risk, or sensitive cases as required, and supports the continuous improvement of ER processes and management capability across the University.

The role is line-managed by an Employee Relations (ER) Business Partner and operates under the direction of the Employee Relations (ER) Manager. The postholder is responsible for escalating complex, high-risk, or sensitive cases as required. The role also supports the continuous improvement of ER processes and management capability across the University.

Job Duties

- Provide practical support to managers in handling routine ER matters, including disciplinary, grievance and performance issues, helping them apply University policies and maintain fair and consistent practices.
- Support the monitoring and management of sickness absence cases, providing guidance to managers on attendance procedures, case handling, and wellbeing-focused interventions, while contributing to the continuous improvement of absence management processes and practices across the University.
- Prepare ER casework documentation and correspondence that is accurate, compliant, and mindful of the employee experience, ensuring communication is clear, supportive, and people-centred.

- Assist with investigations, collating evidence, and report writing under the guidance of the ER Manager.
- Coach managers in applying policies and procedures to routine employee relations matters, helping build confidence and capability in day-to-day people management.
- Promote early resolution approaches, providing guidance on informal interventions where appropriate.
- Liaise with staff, managers, and relevant stakeholders to progress cases efficiently, escalating complex or higher-risk issues to the ER Manager.
- Contribute to the review and improvement of ER processes and guidance, by sharing observations and learning from casework activity
- Support training and awareness sessions to help managers understand policies and employee relations practices.
- Maintain accurate and up-to-date case records on the case work tracker, ensuring regular case reviews and appropriate escalation.
- Embed equity, diversity, and inclusion principles into all employee relations activities and decision-making.
- Ensure confidentiality and effective information management at all times, in line with GDPR and organisational policies.
- Work collaboratively with colleagues across HR to deliver a seamless, consistent, and high-quality service to stakeholders.
- Undertake any other reasonable duties as required by the Director of HR or an appropriately delegated manager.

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 entailed.

Organisational Responsibility

Reports to the: Employee Relations Business Partner

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in an HR team within a complex organisation	1,3
	Experience of dealing with HR issues including employee relations casework	1,2,3
	Experience advising and coaching managers on HR policies and procedures	1
	Experience supporting sickness absence management and attendance monitoring processes	1,2,3
	Experience of maintaining confidentiality and compliance with GDPR	1,3
Skills and abilities	Proven ability to work on own initiative and collaboratively within a team.	2,3
	High level of integrity and professionalism.	2,3
	Ability to prioritise tasks and work under pressure to meet deadlines.	2,3
	Excellent interpersonal and communication skills, with the ability to build effective working relationships at all levels.	2,3
	Solution focused and proactive approach to problem-solving.	1,3
	Ability to interpret and apply policies consistently and fairly.	1,2,3
	Strong working knowledge of employment legislation.	1,3
	Commitment to equity, diversity and inclusion	1,3
	Qualifications	1
	CIPD Level 5 (or studying towards it), or equivalent experience	1

Conditions of Service

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 principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds

every persons right to lawful freedom of expression, freedom of speech and academic freedom. 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.

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