

Job Title ER Case Officer

Job Description and Personal Specification

Job title:	ER Case Officer
Place of work:	Brasted - Hybrid
Hours of work:	37 hours per week
Banding:	MPA - Coordinator
Level of screening:	Standard

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Where you fit in

As the ER Case Officer for Catch22 you will be responsible for supporting managers across our Schools and Hubs with first level employee relations matters. Providing advice and guidance in line with best practice and our Catch22 policies and procedures.

Working closely with colleagues in the People Advice team, you will also be involved in development of key HR interventions to help improve our processes and practices across our various hubs.

As part of this role, you will also work collaboratively across the People Team supporting the People Partners as and when required, particularly in the area of key recruitment, developments for bids and TUPE, as well as overseeing absence management and probation cases as and when they arise.

This is a great opportunity to gain organisational exposure to the key organisational hubs as well as an opportunity to develop key generalist HR expertise making a real impact in improving employee engagement for our people.

Main Duties & Accountabilities

- Provide first line support, training and guidance on all ER related matters, taking notes at formal meetings as required.
- Triage and log all queries, creating relevant case files and escalating to People Partner where relevant.
- To hold a small case load of less complex ER cases.
- Produce a variety of ER case reports and capture lessons learned.
- Drafting redundancy outcome letters and redundancy calculations when change

- management processes arise.
- Support with TUPE meetings as and when required
- To monitor and carry out sickness reviews for employees in conjunction with the Line Manager liaising with Occupational Health
- Input into generalist HR projects across the organisation as required
- Provide first level guidance and support to managers and supervisors alike.
- Support the development and delivery of management training relating to ER subjects.
- Carry out research into emerging employment legislation and best practice
- Work with senior HR team to develop manager toolkits
- Set up Panels for hearings
- Be prepared to travel and work flexibly in line with the requirements of the job
- To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post.

What does good look like for this role?

- You will be able to provide timely advice and deal with matters in a time manner.
- You will be able to make sound judgement on when to escalate matters identifying risks and looking at possible solutions.
- You will be a fast learner, with a curious mind, with the ability to learn from previous examples and capture the key lessons to be learned from people related issues that arise.
- You will be a high achiever with bags of enthusiasm, attention to detail and a strong interpersonal style.
- You will be motivated by the opportunity to drive things forward with a view to creating a greater social impact.
- Unafraid to take risks and learn, you will be a valued member of the team because of the critical role you play in enabling the delivery People Team goals and objectives.

Organisational Relationships

The ER Case Officer will report to the Head of People Partnering. Liaising closely with the wider People Team.

Key stakeholders will include Catch22 managers

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COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Level 5 CIPD or equivalent experience</p> <p>Level 2 English and Maths</p>		
KNOWLEDGE	<p>Working knowledge of contractual terms of employment.</p> <p>Understanding of Employment Law within everyday processes and procedures.</p>	<p>Experience of union engagement</p> <p>Knowledge of regulatory requirements of KCSIE</p>	
EXPERIENCE	<p>Experience of handling multiple tasks and working under pressure</p> <p>Ability to build and develop good working relationships</p> <p>Team player</p> <p>Able to work effectively under pressure with good time management skills</p> <p>Good organisational and prioritising skills</p> <p>Experience of working with Microsoft Office – Word and Excel</p>		
SKILLS & ABILITIES	<p>High energy in problem solving</p> <p>Attention to detail</p> <p>Ability to work with a solution focussed approach</p>		

	<p>Strong customer focus</p> <p>Able to maintain confidentiality</p>		
OTHER	<p>Share Catch22 values</p> <p>Awareness of and commitment to Equality & Diversity</p> <p>Ability to travel to Brasted, London and service locations as required</p> <p>Desire to develop and undertake training as required</p>		