

JOB DESCRIPTION

JOB TITLE	ER and Wellbeing Adviser
SERVICE	Organisational Culture & Public Service Reform
HUB	People and Culture
LOCATION	Hybrid Brasted and London
SALARY BAND	Management Professional and Administration
RECORDS CHECK (DBS LEVEL)	N/A

PURPOSE

The Employee Relations (ER) and Wellbeing Adviser plays a key role in helping Catch22 handle complex people matters with confidence, care and consistency. You will provide expert, practical and risk-aware support to managers and colleagues, ensuring employee relations and wellbeing issues are managed fairly, lawfully and in line with Catch22's values.

Working as part of the ER and wellbeing team, you will also help drive a proactive approach that strengthens early resolution, supports prevention and contributes to a healthier, more positive employee experience.

As part of this role, you will also work collaboratively across the team supporting the Strategic People Partners as and when required, particularly in the area of work for bids, TUPE and redundancy.

KEY DUTIES

- Lead on case management of complex disciplinary, grievance, absence, capability, whistleblowing, and safeguarding-related cases, providing clear advice and guidance to managers and employees.
- Guiding managers through formal and informal processes on a range of ER related matters. Provide timely, solution-focused ER support on the full range of ER matters, enabling the business to deliver ER processes in line with policy, fairness and our values.
- Provide pragmatic ER advice, clearly articulating risks, mitigations and recommendations.
- Coach and advise managers on performance management approaches (including Performance Plans), ensuring appropriate documentation and guidance is provided.
- Working collaboratively with the Head of Health and Safety and People Operations Officers to support employees sickness absence.

KEY DUTIES

- To hold a case load of ER cases and log all queries, creating relevant case files and escalating to the Head of People Operations where required.
- Support with TUPE/redundancy meetings and draft outcome letters and redundancy calculations as and when required.
- Support managers to manage complex sickness absence and health related capability matters, including advising on complex OH referrals and workplace adjustments.
- Monitor and carry out sickness reviews for employees in conjunction with the Line Manager liaising with Occupational Health.
- Support conflict resolution through facilitating difficult conversations as and when required.
- Explaining employment legislation (such as the UK Employment Rights Act) and coaching managers to understand the use of ER related policies and processes.
- Oversee safeguarding casework, ensuring timely progress, appropriate responses and effective communication and attend LADO calls where required.
- Maintain ER and Wellbeing related people policies, ensuring they remain legally compliant, values-led, and proportionate.
- Contribute and create standard templates, guides, process maps, toolkits and knowledge articles to improve consistency and efficiency across the ER team
- Maintain accurate, confidential case files, ensuring timely recording of actions and advice in the case management system/trackers
- Prepare and review Settlement Agreements, support with legal case bundles, liaising with external teams as and when required.
- Use data analysis to identify trends and inform organisational risk management and targeted interventions.
- Oversee safeguarding casework, ensuring timely progress, appropriate responses and effective communication and attend LADO calls where required.
- Produce a variety of ER case reports and capture lessons learned. Implement learnings and recommendations from ER processes.
- Advise and review risks in relation to withdrawal of offers and provide approval of withdrawals where required.

KEY DUTIES

- Ability to provide advice on people policies, procedures and employment terms.
- Support case manager in identifying panel members for hearings and where required provide HR representation on panels, up to appeals.
- Use strong judgement, emotional intelligence, balancing empathy with rigour to build trust and reduce escalations.
- In conjunction with Health and Safety colleagues, co create workplace mental health programs, resilience training, and wellness workshops
- Build and maintain effective relationships with Trade Union representatives and employee representatives, ensuring constructive engagement on ER matters and promoting early resolution of issues in line with policy and legal requirements.
- Support managers and people operations officers with putting in place reasonable workplace adjustments.
- To contribute and take an active role in projects in the People and Culture team.
- Collaborate with the wider function to deliver a consistent, joined-up service.
- Act as a visible role model for Catch22's values, fostering an inclusive, respectful and people-centred culture through everyday interactions.
- Support job evaluation panels as and when required.
- To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post.

WHAT YOU WILL CONTRIBUTE

KEY SUCCESS MEASURES

ER case management:

- ER cases progressed in line with policy timelines and internal SLAs
- Agreed % of cases resolved without escalation to formal hearing (where appropriate)

Case quality and risk management:

- 100% compliance with legal and policy requirements in audited case files
- Reduction in ET claims, legal challenges or upheld grievances year-on-year

Manager capability building:

- 90% positive feedback from managers on quality and clarity of ER advice
- Increase in early/informal resolution rates (target to be baseline +10–15%)

Absence and wellbeing outcomes:

- Reduction in long-term absence cases or duration (e.g. by X% annually)
- Timely intervention: ≥95% of absence cases reviewed within trigger timelines

Stakeholder engagement:

- Positive engagement scores (via internal feedback/pulse surveys) on ER support
- Effective union engagement evidenced through reduced disputes/escalations
- Demonstrate excellent customer service experience.

Data and insight:

- Monthly/quarterly ER reports delivered on time with clear trends and actions
- Evidence of data-led interventions improving hotspot areas (e.g. absence, grievances)

Process improvement and consistency:

- Delivery of updated toolkits, templates and guidance with >90% uptake across managers
- Reduction in repeat ER issues linked to policy/process clarity

Contribution to People and Culture Plan:

- Delivery of agreed ER and wellbeing initiatives to milestone and impact measures
- Support the delivery of the people and culture plan: agreed milestones/KPIs stay on track, with clear recovery action agreed quickly when performance drifts.
- Clear contribution to “One Catch22” culture, evidenced through engagement or culture metrics

Personal effectiveness:

- CPD objectives achieved annually (e.g. CIPD, legal updates, ER best practice)
- Demonstrated ability to manage caseload volume (e.g. 10-15 active cases) while maintaining quality

WE WILL NEED YOU TO HAVE THIS

SKILLS & QUALIFICATIONS	WHY WE NEED YOU TO HAVE THIS
CIPD Level 5 or equivalent experience in a people operations team. Level 2 English and Maths	To ensure professional knowledge, judgement, and practical capability to manage complex ER/people matters, deliver high-quality employee relations service, and provide credible and risk based advice at all levels. Ability to work independently and collaboratively, with a flexible, proactive and able to use initiative approach.
Champion inclusion, equity and belonging, creating a positive culture where people feel respected, supported and able to do their best work	To align with Catch22's people-centric approach and its commitment to championing inclusion.
Stakeholder engagement and communication skills.	Confident in managing complex cases in fast-paced, ambiguous environments, and skilled at building trusted relationships with senior stakeholders through influence and credibility. Ability to influence at all levels and navigate sensitive matters whilst managing stakeholder expectations.
People Systems/data analysis	Experience of using HR information systems, case management, wellbeing tools with the ability to record data accurately and in a timely manner. Run reports from the systems and analyse data as and when required. Resilient, analytical, and comfortable using People data and systems.
Workload prioritisation and meeting deadlines.	Sequence priorities and manage dependencies to ensure excellent customer service and case management. Experience of handling competing priorities in a high-volume case environment
Time Management skills	Able to work effectively under pressure with good time management skills on multiple tasks. Ability to prioritise workload and manage conflicting deadlines.
Presenting, coaching and training	Build manager capability, coaching them to handle issues confidently and appropriately at an early stage. Create and deliver blended training, guides and bitesize playbooks with checklists, templates to upskill managers.

WE WILL NEED YOU TO HAVE THIS

EXPERIENCE & KNOWLEDGE	WHY WE NEED YOU TO HAVE THIS
Minimum 3 years' ER experience in a People function.	To make sure the team operates well, delivers impact, keeps people and teams safe, and uses resources effectively. Solutions and results focused with a hands on approach. Experienced HR professional with strong employee relations expertise and a people-first approach. Ability to learn the business quickly and build credibility at pace.
Excellent attention to detail and accuracy when managing ER cases. Maintaining accurate records and producing ER documentation	Data integrity as ER reporting will rely on data that has been captured and will be used by senior leaders for decision making. To prevent risk as errors in ER casework documentation or process, can lead to legal exposure or financial penalties.
Legislation and continuous professional development.	Maintain up-to-date knowledge of employment legislation, case law, and emerging HR/ER trends, applying insights to practice while actively engaging in continuous professional development to enhance capability and ensure best-practice advice.
Strong literacy and numeracy skills.	Literacy and numeracy skills enable interpretation of workforce data, and clear communication with stakeholders.
Proficiency in Microsoft Office applications	Proficiency in Microsoft Office tools supports the efficient analysis, reporting, and presentation of ER data, ensuring that insights are translated into clear, professional outputs that inform decision-making.
Governance and keeping in line with health, safety and effective management of risks.	Understanding of Safer recruitment, Data Protection and GDPR principles to keep teams safe and services legally compliant, understanding routes of escalation.
Willingness to travel across services/sites	To meet the needs of the role.

If you think you could do the role, but don't have everything on this list, we would still love to see an application from you - particularly if you have lived experience. We ask everyone to provide a supporting statement detailing their experience and will shortlist the most qualified people for the role from this.

WHERE THE ROLE FITS IN CATCH22

- You will report to the Head of People Operations.
- Working closely and collaboratively with the People Operations Officers, Strategic People Partners, Payroll Manager, wider people and culture team, Health and Safety Team, line managers, employees and a variety of stakeholders from across the business to ensure an excellent ER service and employee experience.

REPORTS TO	Head of People Operations
LINE MANAGEMENT RESPONSIBILITY	N/A
BUDGET RESPONSIBILITY	N/A