

## Job Description

<b>Directorate:</b>	Resources		
<b>Service:</b>	People Services		
<b>Location:</b>	County Hall, Preston		
<b>Salary range:</b>	£36,363 - £40,777	<b>Grade:</b>	8
<b>Reports to:</b>	People Business Partner	<b>Staff responsible for:</b>	n/a

### Job purpose and scope

To lead and manage the investigation of complex employee relations casework, including disciplinary, grievance, bullying and harassment, and other employment related matters. Contribute to the improvement of case management systems, processes, and reporting to ensure timely, fair, and consistent outcomes and enhance organisational learning.

### Accountabilities/Responsibilities

- Conduct thorough, impartial investigations into employee relations cases, producing high-quality reports with clear findings and conclusions.
- Ensure investigations are handled sensitively and in line with policy and employment law.
- Maintain accurate and confidential records of all casework, ensuring compliance with GDPR and internal policies.
- Support the development and implementation of improved case management systems and processes, including tracking and reporting tools.
- Analyse trends in employee relations casework and contribute to organisational learning and policy development.
- Provide advice and guidance to managers on investigation processes and best practice.
- Attend formal hearings as required to present investigation report.
- Contribute to training and capacity-building initiatives on employee relations and investigations.
- Ensure equality, diversity, and inclusion principles are embedded in all aspects of casework and system development

The above sets out the areas of work in which duties will generally be focussed and gives an example of the type of duties that the postholder will be asked to carry out.

**PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

## Other

- **Equal Opportunities**  
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**  
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**  
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**  
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**  
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**  
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**  
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**  
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**  
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

### Qualifications

- CIPD Level 5 (or working towards) or equivalent experience in HR or employee relations (Desirable)

### Experience

- Advising on and undertaking effective workplace investigations, including disciplinary investigation case management
- Proven track record of providing high quality service delivery, continuous improvement, effective performance and service development
- Strong understanding of employment law, ACAS guidance, and best practice in employee relations
- Involvement in projects that support the achievement of business priorities and/or customer requirements; with ownership of key tasks and milestones
- Proven record of communicating effectively at all levels
- Producing, analysing and interpreting management information relating to employee relations

### Essential knowledge, skills & abilities

- Knowledge of strategies designed to undertake effective workplace investigations
- Excellent influencing, persuading and coaching skills
- Excellent organisational and planning skills
- Strong analytical and problem-solving skills
- Excellent written and verbal communication skills, including report writing
- Ability to influence and build effective working relationships across all levels
- Ability to identify and act upon improvements to the workplace investigation process
- Ability to develop and deliver investigation reports at workplace hearings
- Ability to apply a flexible approach to managing workloads and priorities within a high volume environment
- Ability to work as an effective team member
- Resilient and able to manage challenging situations calmly

### Other essential requirements

- Commitment to equality and diversity.

- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.