HR Services Case Advisor - Job Specification

Job title:	HR Services Case Advisor
Reporting to:	Nathan Andrews, Head of HR Services
Hours Per Week:	Part Time 3 days per week. Tuesday – Thursday.
Location:	Christchurch

Reporting directly to the Head of HR Services, you will join a specialist team providing outsourced HR and employee relations support to a diverse portfolio of clients across a wide range of sectors.

We are looking for an experienced Employee Relations professional who enjoys managing complex HR cases and providing practical, commercially focused advice to managers.

As part of our HR Services team, you will act as an outsourced HR Case Manager supporting a diverse portfolio of clients across a wide range of sectors. You will provide hands-on employee relations support, guiding managers through disciplinary, grievance, capability, absence management, performance and conduct matters.

This is a highly client-facing role where you will build trusted relationships with clients and become their first point of contact for day-to-day employee relations support.

Whilst a sound understanding of wider HR principles is important, this is not a strategic HR Business Partner or organisational development role. We are specifically seeking someone who enjoys employee relations case management and wants to develop specialist expertise in that area.

You will work closely with experienced HR professionals and Employment Solicitors, providing legally compliant, pragmatic solutions that help clients confidently manage workplace issues.

Core values - what we look for in all Frettens staff:

Someone who:

- Is IT literate and confident in learning new processes
- Has consistently friendly, approachable conduct
- Doesn't use jargon with clients
- Co-operates with colleagues from all teams
- Enjoys working as part of a team, helping and supporting others
- Has the ability to work calmly, even under pressure
- Takes personal pride in their work and responsibility for issues
- Has a nurturing and supportive approach to relevant team members
- Takes ownership and responsibility for issues
- Maintains appropriate client contact

Essential qualities

We welcome applications from people with the following essential skills, attributes and experience:

- A CIPD Level 5 qualified HR Case Advisor with 3+ years' PQE with strong Employee Relations Experience
- Demonstrable experience independently advising managers on disciplinary, grievance, capability and absence management matters.
- Confidence managing complex Tier 2 employee relations cases, including matters that may result in a Final Written Warning.

- Strong working knowledge of UK employment law and HR best practice.
- Experience operating in a fast-paced advisory, consultancy or multi-site environment.
- Excellent organisational skills.
- Able to convey information accurately and articulately, both verbally and in writing.
- Able to motivate oneself to meet/exceed targets.
- Able to work independently and manage a caseload.
- Able to structure own workload, making best use of resources and time.
- Returns clients calls.
- Aims to sell Frettens on service and values (rather than price alone) and follow up on viable enquiries.
- Ability to meet new clients and win new business.

Desirable talents

The following abilities would also be desirable:

- Marketing and networking skills.
- Ability to negotiate and influence.
- Ability to adapt and respond to changes.
- Anticipates clients future needs, sees opportunities for other teams and makes suitable introductions.
- Existing following of clients and referrers.

Salary and Benefits

- Salary is negotiable dependent on your experience.
- Frettens offer a wide range of benefits – See Working at Frettens – Benefits.

HR Services Case Advisor
Reports to: Head of Department – Nathan Andrews

Main purposes of role

1. Undertake fee earning work and provide a profitable contribution to the work of the HR Services department.

2. Ensure the successful development of the firm in line with the business plan.

3. Provide an excellent, friendly, jargon free service to our clients.

4. Undertake business development activities to win new work and build on existing relationships.

5. Provide day-to-day advice and support to managers on:

   - Disciplinary matters
   - Grievances
   - Capability and performance management
   - Absence management
   - Probation matters
   - Flexible working requests
   - Workplace conduct issues
   - Appeals and formal hearings

6. Developing and maintaining employment law and HR best practice.

7. Providing commercial informed HR advice and guidance to clients on HR matters.

8. Building and maintaing professional and trusted relationships with clients.

9. Supporting the Head of HR Services.

10. Working to to tight deadlines.