London Borough of Redbridge
Employee Relations (ER) Adviser

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough.

Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high-quality open spaces and rapid transport connections into the heart of the city. Our population is getting both younger and older – driving increased demand in both adults and children's services.

A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal. Alongside our values of Collaboration, Honesty, Excellence and Fairness, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Description

Job Title:	Employee Relations Adviser		
Accountable To:	Employee Relations Manager		
Grade:	LBR10	**Salary:**	£45,123 to £47,262 (Depending on experience)
Direct Reports:	0	**Total Staff & Budget:**	0

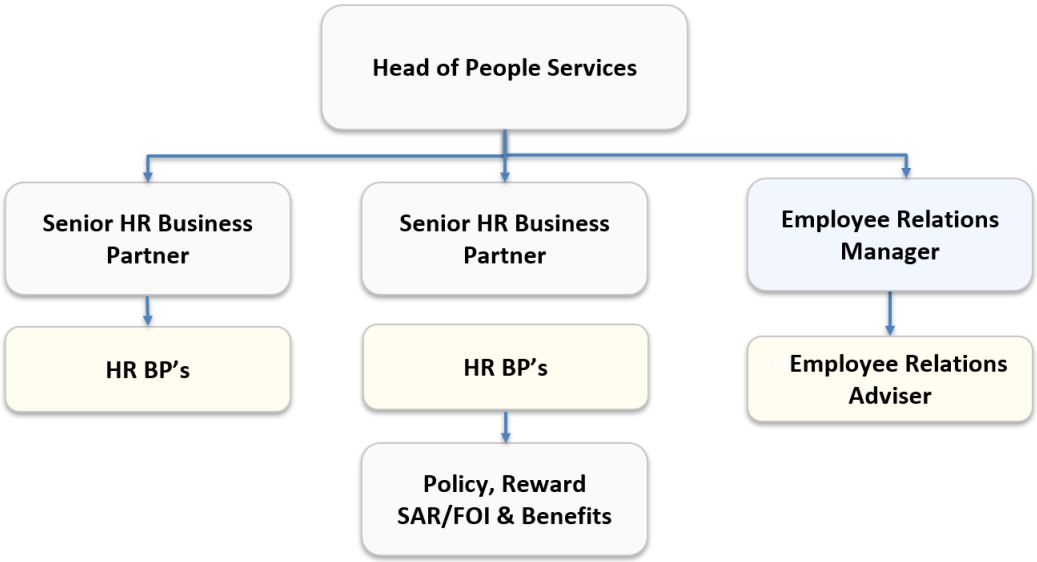
Role Purpose

To provide timely, accurate and pragmatic HR advice that promotes compassionate leadership and a best-practice approach, enabling managers to make fair, lawful and evidence-based people decisions. The postholder will manage an allocated employee relations caseload, support organisational change and workforce priorities, strengthen management capability and contribute to a positive employee experience.

The role will apply Council policy, employment law, the ACAS Code of Practice and relevant guidance proportionately and consistently. It will help resolve concerns at the earliest appropriate stage, while ensuring formal processes are robust where these are necessary.

In line with the Council's People Strategy and values of **Collaboration, Honesty, Excellence and Fairness**, the HR Adviser will promote compassionate leadership, inclusion, employee voice, wellbeing, learning and continuous improvement. Practice will reflect the CIPD Profession Map through ethical and evidence-based decision making, professional courage and influence, valuing people, inclusive working, situational judgement, curiosity and a commitment to learning.

Department Structure Chart



Key Accountabilities

Employee relations advice and case management

- Manage a varied caseload covering conduct, grievance, attendance, capability, probation, flexible working, dignity at work and other employment matters, escalating high risk or exceptionally complex issues appropriately.
- Advise managers on options, risks and proportionate next steps, distinguishing clearly between legal requirements, Council policy, recommended practice and management judgement.
- Support fair investigations, hearings, appeals and outcome decisions by helping managers define issues, follow due process, assess evidence objectively and produce clear records and correspondence.
- Promote early intervention, informal resolution, facilitated conversations and mediation where appropriate, without limiting an employee's right to raise a formal concern.
- Identify potential discrimination, whistleblowing, safeguarding, data protection, health and safety, industrial relations or litigation risks and secure specialist or legal input promptly.
- Maintain confidentiality and accurate, timely case records in accordance with information governance and retention requirements.

Manager capability and employee experience

- Coach managers to hold clear, respectful and compassionate conversations, apply policy consistently and take accountable people-management decisions.
- Provide accessible guidance, briefings, templates and learning interventions in response to recurring needs and casework themes.
- Ensure employees are treated with dignity, fairness and humanity, are informed about processes affecting them and have meaningful opportunities to be heard.
- Advise on reasonable adjustments and inclusive practice, working with occupational health and other specialists where appropriate.
- Build constructive working relationships with managers, employees, recognised trade unions, staff representatives and People Services colleagues.

Organisational change and workforce priorities

- Support restructures, consultation, redeployment, changes to terms and other workforce change activity, ensuring plans are lawful, evidence-based, inclusive and aligned with Council procedures.
- Help managers prepare clear business cases, consultation materials, equality considerations, selection arrangements and implementation plans.
- Support meaningful engagement with employees and trade unions, accurately record feedback and help ensure responses are considered before decisions are finalised.
- Contribute to workforce planning, recruitment, retention, wellbeing and capability initiatives that support sustainable, high-quality services for residents.

Evidence, data and service improvement

- Keep case management systems and trackers complete, accurate and current, meeting agreed service standards and milestones.
- Use workforce and case data, professional knowledge, stakeholder insight and organisational context to identify patterns, test assumptions and recommend practical action.
- Contribute to policy review, equality impact consideration, audit work and the development of simple, accessible and legally compliant procedures.
- Share learning from cases, complaints, feedback and outcomes to reduce repeat issues and improve manager confidence, employee experience and service quality.
- Maintain current knowledge through continuing professional development, employment law updates, reflective practice and knowledge sharing.

Professional practice, values and governance

- Act with integrity, impartiality and discretion, explaining the rationale for advice and declaring any conflict of interest.
- Use professional courage to raise concerns and challenge decisions constructively where practice may be unlawful, unethical, discriminatory, unsafe or inconsistent with Council values.
- Work collaboratively across professional boundaries, recognising when to seek support from legal, safeguarding, occupational health, payroll, pensions, equality or data protection specialists.
- Prioritise work according to urgency, impact and risk, communicate realistic timescales and escalate barriers to delivery.
- Comply with the Council's financial regulations, health and safety duties, equality commitments, safeguarding responsibilities, information governance requirements and standards of conduct.
- Undertake other duties reasonably commensurate with the nature and level of the role.

Other duties

- Ensure work reflects and supports the Council's inclusive employer aims, policies, values and procedures.
- Demonstrate commitment to safeguarding the welfare of children, young people and adults at risk, escalating concerns through the appropriate procedures.
- Carry out duties in accordance with the Council's financial regulations, risk-management requirements, health and safety obligations, information-governance standards and relevant statutory and professional requirements.
- Uphold confidentiality, professional integrity and the Seven Principles of Public Life in handling sensitive employment matters and advising decision-makers.
- Work flexibly across Council services and locations in line with operational requirements and agreed working arrangements.
- Undertake other duties reasonably required within the scope and grade of the role.

Key performance indicators

Performance will be assessed through measures reflecting the Council's values, the Seven Principles of Public Life, the CIPD Profession Map and Local Government Association workforce priorities.

KPI area	Expected performance measure
Advice and case progression	Provides accurate, proportionate and timely advice; records options, risks and actions clearly; progresses allocated cases against agreed milestones and addresses avoidable delay.
Management capability	Builds manager confidence and accountability through clear advice, coaching, guidance and effective learning interventions.
Resolution and employee voice	Uses early resolution appropriately to reduce unnecessary escalation while maintaining procedural fairness, dignity and meaningful employee voice.
Inclusion and wellbeing	Consistently considers equality, reasonable adjustments, wellbeing and safeguarding in casework, policy and change activity.
Data and improvement	Maintains complete case records and translates workforce and case insights into practical improvements in policy, guidance, learning or service delivery.
Professional relationships and learning	Builds trusted and constructive relationships with managers, employees, trade unions and colleagues, maintains continuing professional development and shares learning with the wider team.

Person Specification

Criteria	Requirements
Qualifications and professional development	**Essential:** CIPD Level 5 qualification, or equivalent relevant knowledge gained through substantial HR practice, with a commitment to continuing professional development. **Desirable:** Associate membership of the CIPD or working towards it.
HR and employee relations	**Essential:** Practical experience of advising managers on a range of employee relations matters and managing cases through to conclusion, with sound working knowledge of UK employment law, ACAS principles and fair procedure. **Desirable:** Experience in local government, a unionised environment or another complex public-service organisation.
Advice, judgement and organisational change	**Essential:** Ability to analyse facts, identify risk, set out balanced options and give clear, pragmatic and defensible advice, recognising when and how to escalate. **Desirable:** Experience supporting organisational change, consultation or redeployment.
Communication, coaching and relationships	**Essential:** Strong written and verbal communication, coaching and influencing skills, with the ability to handle sensitive conversations, build trust and work constructively with trade unions and stakeholders. **Desirable:** Experience delivering manager briefings or learning sessions.
Evidence, digital capability and organisation	**Essential:** Accurate record keeping and confidence using HR systems, Microsoft 365 and workforce information; able to interpret data, produce concise reports and correspondence, manage competing priorities and remain objective in sensitive situations. **Desirable:** Experience identifying trends from casework or workforce data and working within case-management service standards.
Values and inclusion	**Essential:** Demonstrable commitment to ethical practice, equity, diversity and inclusion, compassionate leadership, employee wellbeing, confidentiality and the Council's values of Collaboration, Honesty, Excellence and Fairness. **Desirable:** Understanding of public-sector governance, political sensitivity and the Seven Principles of Public Life.

Additional Information

This job description describes the main responsibilities of the role. It may be reviewed to reflect changes in legislation, Council priorities, service delivery or the operating model, following appropriate consultation.