

Recruitment pack

THE BIG LiFE GROUP



Employee Relations Advisor

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: Employee Relations Advisor

The basics

Salary

£36,363 (NJC point 25)

Hours

35 hours per week on a permanent contract

Annual leave

25 days, increasing to 30 days after five years

Base

Zion Centre, Manchester, with the option of remote working

Line manager

HR Manager

Closing date for applications

Friday 15th May 2026 at 5pm

What you'll be doing

As our Employee Relations Advisor, you will work closely with our HR team and service managers to ensure a high-quality service.

Your main responsibility will be to lead on all employee relations cases across the group, giving comprehensive advice and support to employees and managers in line with employment law, best practice and Big Life's values.

You will use your expertise to coach, lead, and advise staff and managers, providing practical, people-focused advice on subjects such as performance, absence, conduct, grievance and policy.

You'll also manage casework, including disciplinary, grievance, capability, and absence cases, supporting managers through the process and ensuring documentation is accurate and compliant.

A key part of your role will be to support investigations and formal meetings, including preparing paperwork, coordinating meetings, and taking notes where required. In addition, you'll support employee lifecycle activities, including probation reviews, family-friendly matters, and flexible working requests.

It's vital that you're adept at maintaining accurate HR records and ensuring GDPR-compliant data handling, and that you can support the analysis of people data and trends (for instance in absence or employee relations cases) to help identify themes and areas for improvement.

Finally, we're looking for someone who's going to play a full part in contributing to HR projects and initiatives, such as engagement activity, change projects and policy updates.

Key attributes

You can find a full person specification further down this pack, but in summary, we're looking for someone who:

- Has knowledge of employment law, and significant proven experience of handling complex employee relations cases, including disciplinary, grievance and capability.
- Can build strong relationships, work collaboratively with colleagues, and influence managers to follow best practice.
- Can deliver employee relations training to managers, and ensure policy and process is up to date.
- Has a real commitment to personal development and willingness to regularly update skills and experience.
- Consistently works in line with, and promotes, Big Life values.
- Has a minimum of Level 5 CIPD qualification or equivalent qualification.
- Has experience of working in a unionised environment.

Main duties

1. Provide expert advice to managers in relation to employment advice, including capability, disciplinary, conduct, grievance, and absence management, providing consistent advice which aligns to employment law, Big Life's values, policies and procedures, and best practise.
2. Support managers to manage the employee relations processes consistently and proactively, and through to completion.
3. Manage casework governance effectively, ensuring data retention is adhered to and ensuring accurate and timely recordkeeping and storage of all employee relations related documents, including maintaining the employee relations tracker.
4. Build effective working relationships with managers and service leads across the group
5. Coach managers and deliver training on employee relations in line with legislation, Big Life policies and our values, supporting managers to develop their skills.
6. Drive standards, challenge poor performance and resolve conflict, minimising risk to the organisation.
7. Assist in reviewing and updating employee relations related policies, ensuring they are in line with current legislation and best practice.
8. Support managers by arranging and attending meetings, take meeting notes, and prepare documentation related to employee relations cases.
9. Prepare monthly reports, detailing trends, patterns and recommendations on employee relations activities within the group.
10. Liaise with external parties such as trade unions, ACAS and Big Life's legal representatives as and when required.
11. Keep up to date with current employment legislation and employee relations best practice.

Work-related expectations

1. Work within Big Life's mission and values.
2. Contribute to Big Life's ongoing development and strategic goals.
3. Ensure the safety and wellbeing of service users and staff by adhering to safeguarding, information security, and all Big Life policies.
4. Commit to personal development and take part in relevant training and supervision.
5. Work in accordance with all relevant legislation and regulatory requirements.
6. Maintain a positive, can-do attitude and flexible approach to changing priorities.
7. Participate in regular one-to-ones and annual reviews.
8. Undertake any other duties as required, appropriate to the post.

Person Specification: Employee Relations Advisor

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

1. Managing a diverse range of employee relations cases, including, but not limited to, disciplinary, grievance, performance management, absence management, probation, occupational health and wellbeing.
2. Working with external parties (such as ACAS or legal advisors) on complex or high-risk interventions cases.
3. Coaching managers and delivering training or workshops on employee relations topics.
4. Revising and reviewing employee relations related policies and procedures.
5. Working effectively under pressure, managing multiple employee relations cases in a dynamic environment.

Skills

1. Able to drive employee relations cases from start to finish within identified timescales.
2. Able to effectively develop relationships with people in different roles across teams
3. Able to work independently and as part of a team
4. Influencing skills with the ability to challenge decisions and approaches, and make recommendations
5. A high level of flexibility and a positive attitude
6. Ability to work in a rapidly changing environment ensuring priorities are met
7. IT skills and ability to use Microsoft Office programs such as PowerPoint, Excel, Outlook, Word
8. Able to write reports, analyse data and make recommendations
9. Sensitivity in dealing with confidential information
10. Able to apply legislation and policy to HR issues in line with organisational values
11. Able to plan and prioritise workload, manage competing priorities and meet tight deadlines

Knowledge

1. Up-to-date knowledge of current employment law and HR best practice, with the ability to interpret and apply it in everyday situations
2. Knowledge of the issues that affect people in work, including, but not limited to, wellbeing, equality, diversity and inclusion, and work-life balance
3. Awareness of people management issues

Education

1. Educated to A level or equivalent
2. Minimum CIPD Level 5 qualification or equivalent professional HR qualification
3. Evidence of continuing professional development

Personal

1. Positive outlook and a can-do attitude.
2. Personal resilience and flexible attitude in the face of challenges.
3. Commitment to working within Big Life's mission and values, with a non-judgemental and inclusive approach.
4. Commitment to personal development and continuous learning.
5. Ability to act with integrity, professionalism, and compassion.



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thebiglifegroup.com