**Job Title:** Employee Relations (ER) Advisor
**Location:** Bolton, hybrid working (Initially 3 days in the office, 2 days WFH. Moving to 2 days in office with 4dww)
**Reports to:** Employee Relations Business Partner
**Accountable to:** Head of Human Resourcing and Business Partnering
**Links to:** Wider People Team, Central Services Teams, Senior Leaders, Managers across the

Group

**Salary:** Up to £30,000 per annum depending on experience

**About Us**

At Outcomes First Group, we believe every child can thrive when given the right environment for success. As one of the world’s leading providers in our sector, we deliver exceptional, research-led education tailored to each individual, with smaller class sizes and personalised learning plans. Our vision is to empower every child with a world-class education that nurtures potential and inspires lifelong learning. Our mission is to unlock that potential through personalised learning and opportunity, and our promise is simple: we listen, we work together, and we are accountable to one another to make the remarkable happen.

**Job Purpose**

To deliver expert advice and guidance on complex employee relations matters across Outcomes First Group, supporting managers and senior leaders to ensure consistent, fair, and compliant handling of people issues. Working within a large, matrix organisation, the ER Advisor will lead on case management and contribute to the development of best practice, policies, and manager capability.

**Key Responsibilities**

* Provide professional advice and guidance on complex ER issues, including performance management, long-term absence, grievance, disciplinary, safeguarding, and organisational change.
* Manage a large portfolio of ER cases end-to-end, ensuring resolution within agreed timescales and in line with employment law, company policy, and safeguarding requirements.
* Coach and support managers to build capability in handling ER matters confidently and consistently.
* Partner with senior leaders to deliver people solutions that balance risk, compliance, and business needs.
* Prepare and review case documentation, including investigation notes, outcome letters, and legal correspondence.
* Support collective consultation processes, redundancies, restructures, and TUPE transfers.
* Collaborate with the wider People Team to identify trends, provide insights, and develop proactive interventions.
* Maintain accurate and timely records in HR systems, supporting audit and compliance requirements.
* Contribute to ER-related projects, training sessions, and policy development.

**Person Specification**

**Essential Experience**

* Significant experience managing complex ER cases in a large, multi-site or matrix organisation.
* Strong knowledge of UK employment law and HR best practice.
* Proven ability to coach and influence managers and senior leaders.
* Demonstrated experience in organisational change processes (restructures, redundancies, consultations, TUPE).
* Excellent communication and interpersonal skills, with the ability to handle sensitive matters with professionalism.
* Strong organisation and prioritisation skills, with the ability to manage a high caseload.

**Desirable Experience**

* Experience in a regulated environment (education, healthcare, care).
* CIPD Level 5 or equivalent qualification.
* Experience delivering ER-related training to managers.

**Standard Responsibilities**

* Participate in annual performance review programme.
* Work in accordance with OFG Group policies and statutory regulations.
* Maintain strict confidentiality at all times.
* Comply with Health & Safety requirements for personal and colleague wellbeing.
* Safeguarding and promoting the welfare of children, young people, and vulnerable adults.
* Undertake other duties as assigned.

**Measures**

* **SLAs:** Timely resolution of ER cases, consistent advice and support to managers.
**KPIs:** Case closure rates, manager satisfaction, legal compliance, reduction in repeat ER issues.

**Experience, Skills & Qualifications**

* CIPD Level 5 or working towards (essential).
* Strong working knowledge of employment law and case management.
* Excellent written and verbal communication skills.
* Ability to manage multiple complex priorities in a fast-paced environment.