

ROLE PROFILE

Job Title	Senior Employee Relations Advisor
Business Area	Human Resources
Function within Business Area	HR Operations
Department within Function	Helpdesk Employee Relations (ER)
Reports to (Job Title)	Employee Relations Manager (ER)
Main Location	Runcorn
Country	UK

PURPOSE OF ROLE

Summary	<p>The Senior Employee Relations Advisor plays a key role in delivering a high-quality, risk-aware, and solutions-focused employee relations service across Phoenix Medical's diverse organisation of over 5,500+ colleagues.</p> <p>The role requires extensive ER knowledge to provide sound, well-informed advice, coaching and guidance to managers and leaders on a wide range of complex employee relations matters, ensuring outcomes are fair, timely, and aligned with Company policies, employment legislation, and best practice.</p> <p>Operating in a fast-paced and high-volume environment, the post holder will utilise established internal policies, processes, and guidance to support managers in upholding Company standards and managing ER casework effectively. The role involves handling ACAS conciliation, mediation, and the preparation of case bundles for Employment Tribunals. On occasion, the post holder may be required to support Employment Tribunal activity directly and must be comfortable working in this context.</p> <p>Given the geographical spread of the organisation, flexibility to travel to sites across the business will be required to support complex ER matters, provide in-person advice, and deliver training and coaching to managers where needed.</p> <p>The role also involves building and maintaining effective relationships with senior leaders and key stakeholders to influence ER outcomes, promote consistency, and embed best practice across the organisation.</p>
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KEY RESPONSIBILITIES

Main responsibilities and/or accountabilities	<p>These are the main responsibilities of the role:</p> <ol style="list-style-type: none"> 1. Expert ER Advisory Support <ol style="list-style-type: none"> a. Act as a senior point of contact for managers on complex and sensitive ER matters, providing sound and informed advice based on excellent ER knowledge. b. Utilise internal policies, processes, and guidance resources to support managers in managing ER cases consistent with Company standards. c. Manage a high volume of ER queries received via multiple
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channels (email, phone, in person), ensuring timely and professional responses.

2. Case Management & Escalation

- a. Lead on complex ER casework (e.g. disciplinary, grievance, capability, performance, absence management, etc.).
- b. Prepare case bundles for Employment Tribunals and support ET hearings as required.
- c. Handle ACAS conciliation and mediation processes.
- d. Escalate high-risk matters appropriately and work closely with the Employee Relations Manager and **relevant HR Business Partner** to mitigate legal and reputational risk.
- e. Record all case activity accurately within our case management system, iTrent, and ensure all documentation is up to date.

3. Guidance Development & Policy Support

- a. From time to time, maintain, update, or create new ER guidance resources and policies in line with legislative changes and business needs.
- b. Support the ER Manager in reviewing and enhancing ER policies and procedures to ensure alignment with employment legislation and best practice.

4. Coaching, Mentoring & Capability

- a. Coach and upskill line managers to handle ER matters effectively and confidently.
- b. Provide guidance and mentorship to junior ER colleagues to develop team capability.
- c. Contribute to developing ER tools, templates, guidance, and training to enhance manager capability and promote a culture of accountability.

5. Stakeholder Management & Risk Mitigation

- a. Build trusted partnerships with senior leaders and key stakeholders to influence ER strategy and promote best practice.
- b. **Work collaboratively with HR Business Partners to provide expert ER advice, support business decision-making, and ensure a consistent approach.**
- c. Proactively identify ER risks and ensure compliance with employment legislation, organisational policies, and regulatory requirements.
- d. Ensure all ER activities comply with data protection legislation and maintain the confidentiality of sensitive information.

	<p>6. Operational Excellence & Reporting</p> <ul style="list-style-type: none"> a. Monitor ER case activity and key performance indicators (SLAs, case volumes, trends). b. Produce weekly and monthly reports on case activity against SLAs to inform the Employee Relations Manager and wider HR Leadership Team. c. Analyse data and provide insights to inform proactive interventions and process improvements. <p>7. Continuous Professional Development</p> <ul style="list-style-type: none"> a. Maintain up-to-date knowledge of employment legislation, case law, and best practice through continuous professional development and share relevant insights with the ER team and wider HR community. <p>8. Flexibility & Travel</p> <ul style="list-style-type: none"> a. Demonstrate willingness and ability to travel across the Company's geographical footprint as necessary to deliver ER services, support complex cases, and provide face-to-face training and coaching as required. <p>This list of responsibilities is not exhaustive and may be subject to change to meet the evolving needs of the business and the direction of management.</p>
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CAPABILITIES

Skills, specialist skills, education, qualifications, and knowledge required for the role	Must have	Good to have
	<ul style="list-style-type: none"> • Extensive experience as a Senior ER Advisor or Specialist in a high-volume environment (e.g. Retail, or Distribution) • Excellent knowledge of UK employment law, employee relations, and best practice enabling sound, well-informed advisory support • CIPD Level 5 or above (or equivalent experience) • Ability to manage a high-volume workload in a fast-paced environment • Proven experience with ACAS conciliation, mediation, and preparing case bundles for Employment Tribunals • Policy development and implementation experience • Demonstrable experience in coaching, mentoring, and supporting managers and junior HR colleagues to build ER confidence and capability • Experience utilising and 	<ul style="list-style-type: none"> • Experience leading on large-scale or complex ER projects • Experience supporting organisational change (TUPE, redundancy, restructuring) • Ability to analyse data and generate insights to inform process improvement • Familiarity with HRIS, specifically iTrent

	developing internal ER policy, process, and guidance materials <ul style="list-style-type: none"> • Excellent communication, influencing, and stakeholder management skills • High levels of integrity, confidentiality, and professionalism • Proficient in Microsoft Office and HRIS systems 	
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BEHAVIOURS

Key Behaviours Required	<i>WePhoenix</i> behaviours <ul style="list-style-type: none"> • We focus on the customer • We operate efficiently • We think forward • We embrace collaboration • We create value • We are one team.
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Opportunity to work flexibly after onboarding period - usually 4 days office/site based and one at home.