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| **Job title:** | **Senior People Relations Specialist (Legal)** |
| **Line manager:** | **People Relations Manager** |
| **Grade *(if applicable):*** | **3** |
| **Direct reports:** | **None** |

# Role purpose:

Reporting into the People Relations Manager, the postholder will be a senior member of the People Relations and Wellbeing team, acting as a role model and professional expert in achieving solutions that are values-based, people-centred and resolution-focused.

The postholder will take responsibility for coordinating Peabody's Employment Tribunal cases, ensuring that accurate records are maintained, relevant documentation is collated and deadlines are monitored and met. Working closely with the Head of People Relations and Wellbeing, People Relations Manager and external legal advisers, the postholder will maintain an understanding of the progress of each case and provide regular updates, highlighting any matters requiring attention or escalation.

The role will also provide advice and support on complex people relations matters, contributing to the quality and consistency of casework across the team. The postholder will support the identification of learning from Employment Tribunal cases to help improve people management practices and reduce the risk of future disputes.

# Key results:

- Maintain an accurate overview of Peabody's Employment Tribunal cases, monitoring progress, key actions and deadlines, and providing regular updates to the Head of People Relations and Wellbeing and People Relations Manager, highlighting any outstanding actions or matters requiring attention.
- Manage the coordination of complex and high-risk end-to-end people relations casework, providing a robust, professional, accurate and timely advisory service in a centre of expertise dedicated to people relations and wellbeing.
- Assist with the collation and organisation of documentation required for Employment Tribunal cases, including relevant correspondence, case records, disclosure documents and witness information, working with colleagues and external legal advisers as appropriate.
- Provide administrative and coordination support in relation to ACAS early conciliation matters, where required, ensuring that relevant information is available to support discussions and decision-making.
- Provide specialist advice on complex and high-risk people relations matters, identifying potential legal, financial, operational and reputational risks and recommending proportionate and appropriate approaches to resolution.
- Assist with monitoring external legal expenditure by maintaining accurate records of costs and providing information to support budget monitoring.
- Maintain accurate and up-to-date records of Employment Tribunal cases, ensuring that relevant correspondence, documentation, actions and deadlines are recorded and information is handled confidentially and securely.
- Strive to ensure that allocated people relations casework is completed in line with internal key performance indicators (KPIs), focusing on early resolution without compromising Peabody's values.
- Provide expert advice, support and coaching to managers in respect of complex people relations issues, including grievance, discipline, capability and sickness absence, championing a resolution-focused approach while adhering to people policy.
- Draft, proofread and contribute to high-quality documentation relating to people relations casework, including documentation prepared for Employment Tribunal proceedings.
- Exercise judgement and autonomy in identifying practical and proportionate solutions to complex people relations issues, obtaining external legal advice where necessary.
- Ensure that people relations casework is accurately recorded and documented within relevant systems, enabling effective case management, continuity and appropriate oversight.

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| **Version Date:** | | **Signed off by:** | |

- Fully participate in the review of people relations casework, both in group settings and in individual reviews, including internal audits, extracting learning and presenting proposals for improvement.
- Provide technical guidance and support to People Relations Specialists, particularly in relation to complex cases, employment law considerations, documentation quality and the management of employment-related risk.
- Establish collaborative and productive working relationships with Peabody's recognised trade unions and colleague representative groups and networks, supporting constructive employment relations and appropriate opportunities for early conflict resolution.
- Engage in the review, development, drafting and implementation of people-related policies, templates and toolkits.
- Occasionally support wider People team projects and activities, where appropriate.

## About you:

**You will be:**

- CIPD Level 3/5 qualified, with Associate CIPD status, or able to demonstrate equivalent relevant professional experience.
- Able to demonstrate a strong working knowledge of UK employment law and HR best practice, including forthcoming legislative changes.
- Able to demonstrate an extensive track record of managing complex people relations casework from beginning to end.
- Able to demonstrate experience of supporting Employment Tribunal cases, including assisting with the preparation and collation of relevant documentation and working with external legal advisers where appropriate.
- Able to demonstrate an understanding of Employment Tribunal processes and the importance of accurate documentation, effective case coordination and meeting deadlines.
- Experienced in managing complex people relations matters and providing practical, balanced and proportionate advice to managers.
- Able to demonstrate experience of coaching and supporting colleagues and line managers in their approach to people relations issues.
- Able to influence and negotiate with line managers and other stakeholders, including trade union representatives.
- Strongly committed to equality, diversity and inclusion.

**You will have:**

- Excellent written skills, with a strong track record of drafting bespoke casework documentation that achieves an appropriate balance between managing risk and maintaining a professional, respectful tone.
- Excellent attention to detail, with the ability to organise and check case documentation, identify missing information and ensure records are accurate and complete.
- Strong organisational and case management skills, including the ability to coordinate multiple Employment Tribunal matters, manage competing priorities and meet externally imposed deadlines.
- The ability to recognise when matters require escalation and communicate relevant information clearly and accurately to colleagues and senior managers.
- Excellent communication skills, with the ability to engage stakeholders, including trade union representatives, and effectively influence with a coaching mindset.
- The ability to work collaboratively and professionally with external legal advisers, managers, colleagues and other stakeholders involved in Employment Tribunal cases.
- Extensive experience of using HR information systems.
- Strong problem-solving skills, with the ability to identify options and develop practical solutions.
- Ability to work effectively both independently and collaboratively, with strong team-working skills.

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| **Version Date:** | | **Signed off by:** | |

- Ability to work under pressure and manage conflicting priorities to ensure KPIs and litigation deadlines are met.
- Strong commitment to continuous professional development.

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