

# Assistant ER Manager



## About you

A professional with a passion for delivering great services to a large organisation.

## What you will do

- **Provide Case Support:** Deliver responsive, high-quality support to managers and customers to resolve or progress employee relations matters, preventing escalation to litigation.
- **Coach and Advise:** Role model effective coaching techniques and stay updated with employee relations policies and legislation to support managers in making sound, fair, and ethical decisions.
- **Resolve and Improve Practices:** Break down complex queries, consider ways to resolve cases, capture learning, and continuously improve practices to prevent future litigation.
- **Handle High-Risk Cases:** Assess high-risk cases, escalate alerts to senior management when necessary, and apply well-balanced solutions to advanced stages of cases, including disciplinary and redundancy.
- **Deputise for ER Manager:** Work with the Employee Relations Manager to prepare cases for Employment Tribunal and deputise for the ER Manager during absences, ensuring continuity and leadership.
- **Collaborate and Contribute:** Collaborate with Strategic People Leads, People Partners and other, participate in projects and knowledge sharing, provide support for complex situations, and contribute ideas to improve team services.
- **Data analysis:** Assist the ER Manager with any reporting requests or audits, analyse reporting to identify trends and escalate any concerns to Strategic People Leads, People Partners and other and work with data team and AskHR to improve data quality and processes.

# Assistant ER Manager



## About you

A passion for empowering your team to bring their whole self to work

## What you will bring

- **Understanding of Case Law Approaches:** Broad understanding of different case law approaches, which helps in applying the most appropriate legal principles to various situations.
- **Familiarity with Social Care Environments:** Knowledge of social care environments, which is beneficial for understanding the context and specific needs of the role within Mencap.
- **Ability to Manage Deadlines:** Demonstrated ability to work under pressure and consistently meet deadlines, ensuring timely completion of tasks and projects.
- **Experience in Risk Assessment and Management:** Experience in assessing and managing risks, which is crucial for making informed decisions and mitigating potential issues.
- **Proven Complex Case Management Skills:** Proven track record of handling a caseload of complex employee relations issues, showcasing the ability to manage and resolve intricate cases effectively.

## Your experience

- **CIPD Qualification:** Chartered Institute of Personnel and Development (CIPD) qualification is required, ensuring a professional standard of knowledge and practice in human resources and employee relations.
- **Knowledge of Employee Relations:** Comprehensive understanding of employee relations, current legislation, and case law, enabling the provision of accurate and relevant advice.
- **Proficiency in MS Office 365:** Ability to effectively use MS Office 365 applications for various tasks, ensuring smooth and efficient workflow management.
- **Experience in Customer Service/Shared Service:** Proven experience in customer service or shared service environments, demonstrating the ability to handle inquiries and provide support to internal and external stakeholders.
- **Relevant Work Environment Experience:** Experience working in similar environments, which helps in understanding the specific challenges and dynamics of the role.
- **Experience of generating reports and analysing complex data sets:** Identifying trends, patterns and using this to provide insight to inform decision making or provide actionable recommendations to support strategic initiatives.

We are always interested to hear about your broader experience, so if you are passionate about making the UK the best place for people with a learning disability, and you are looking for a role you can make a real impact in, please apply.

## Who you can expect to work with

Managers and leader across Mencap

Wider People Services team colleague

Occupational Health providers

Strategic People Leads and People Partners

Colleagues involved in Employee Relations processes



▶ [Click here to listen to what our colleagues think](#)

## Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are **Inclusive** of everyone

You will be inclusive by making sure that your services support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard and different views listened to

We are **Brave** we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their service/team the best place to work and you will test things out and learn from mistakes

We are **Positive** in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are **Kind** to everyone

You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work