



Job description	
Job title	HR Casework & Investigations Officer
Grade	L
Directorate	Resources
Section/team	Human Resources / Employee Relations
Accountable to	Senior HR Manager (Employee Relations / Occupational Health)
Responsible for	
Date reviewed	January 2024

Purpose of the Job

To provide high quality, proactive advice and support to employees and managers on a variety of casework issues including appeals, attendance, capability, conduct, disciplinary, employment tribunals, equal pay issues, grievances, performance, probation and medical capability issues.

To conduct detailed and thorough investigations relating disciplinary and/or grievance issues of HR cases to provide a recommendation report.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- 1) To promote management compliance with statutory HR and legal requirements by providing high quality advice and strategic guidance, including advice on developments in legal case law and best HR practice
- 2) To act as a first point of contact to managers to provide professional advice, guidance and coaching on a range of HR issues such as disciplinary, grievance, absence and performance management.
- 3) The ability to undertake investigations and produce clear and concise reports and outcomes, presenting complex information in a straightforward way.



- 4) The ability to produce professional, consistent and timely advice and guidance, including the identification of any risks, for managers and staff; referring complex or high-risk issues as appropriate and working with managers to find acceptable solutions to HR issues.
- 5) Good knowledge and understanding of employment law, the Green Book, ACAS guidelines and statutory policies for schools and academies.
- 6) Confidence and capability in having difficult conversations, including putting serious allegations to people at all levels in the organisation
- 7) Assist in managing communications with Trade Union representatives.
- 8) Assist in the research and drafting of fit for purpose HR policies, systems and procedures, feeding in learning from cases and investigations to continuously improve them.
- 9) The ability to problem solve and respond to new information.
- 10) To ensure GDPR compliance on all data contained within HR systems, emails, and files, including paper records.
- 11) To Actively participate in promoting equality, diversity, and inclusion across the Council.

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.



Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.