



Job description			
Job title	HR Casework & Investigations Officer		
Grade	L		
Directorate	Resources		
Service/team	Human Resources / HR Casework		
Accountable to	Senior HR Manager (Casework & Investigations and Occupational Health)		
Responsible for	Not Applicable		
JE Reference	A5318	Date Reviewed	August 2026

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.

Knowsley Better Together – Staff Qualities





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.
- Report actual or potential security incidents.

Data Protection and Information Security

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