Coventry City Council

Job Description and Person Specification

Team Mgr, People Advisory Pool

Job Details	
Grade	GRD9
Service	Employee Relations
Location	City Wide
Job Evaluation Code	A6338

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Responsible for leading the People Advisory Hub as the organisation's single front door for people advice and employee relations support. Acting as the guardian of performance, conduct and workforce risk, ensuring high quality, timely and consistent advice and case handling across the organisation.

Providing leadership, assurance and expert oversight/support of casework, enabling early resolution, managing risk effectively, and building manager capability.

Main Duties & Key Accountabilities

Leading and overseeing the People Advisory Hub, establishing clear expectations, prioritising tasks, and fostering a highly effective advisory team.
Overseeing all Employee Relations case intake and progression, ensuring prompt, equitable, and consistent handling in accordance with policy, legislation, and established practices.
Providing senior-level expertise on intricate or high-risk cases, including disciplinaries, grievances and sensitive issues, and escalating matters when necessary.
Ensuring the high quality of casework, including investigation plans, reports, and correspondence, encouraging an approach focused on accuracy from the outset.
Providing guidance, coaching and assistance to managers in applying policies effectively and resolving issues at the earliest suitable stage.
Owning service performance, establishing and tracking key metrics, utilising case data and insights to enable ongoing enhancements.
Collaborating effectively with People Partners, Trade Unions, and specialist services while maintaining clear boundaries between operational delivery and strategic partnering.
Ensuring governance and compliance while upholding professional standards, safeguarding confidentiality, and maintaining current knowledge of employment law.
Delivering Employee Relations training and coaching in core policies and procedures as required
Ensuring a high quality, responsive advisory service is credible, exercises sound judgement and influences effectively at all levels.

Key Relationships	
External:	West Midlands Employers, ICB/NHS , National and Regional Trade Union Officers, Other LA's
Internal:	All Coventry City Council employees and managers. Trade Unions and Members

Standard Information
Post holders will be accountable for ● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Coventry City Council

- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

People Service Officers and Advisors ;the post holder operates with autonomy within agreed frameworks, using judgement to manage risk and determine escalation. The role has direct line management responsibility but no direct budget ownership.

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge				Demonstrable working knowledge of UK employment law and HR policy.
Skills And Ability				Able to coach managers and improve people management capability
Skills And Ability				Ability to use MI and insight to improve service performance and consistency
Skills And Ability				Integrity led: Acts impartially, ethically and with discretion.
Skills And Ability				Reliable and assured: Demonstrates sound judgement and effectively influences individuals across various levels.
Skills And Ability				Improvement driven: Continuously learns and seeks better ways of working.
Experience				Desirable: Employment Tribunal experience and/or mediation or conflict resolution training.
Experience				Proven experience of leading or supervising a function or team
Experience				Extensive experience of complex employee relations casework in a unionised or public sector environment.

Qualification				CIPD Level 5 (minimum); Level 7 or equivalent experience.