

Job Description

JOB TITLE: HR Case Manager

Reports to: Senior HR Business Partner

Grade: PM1

Safety Status: Non-Safety Critical

Date version agreed: April 2014

1. Job Purpose

To provide professional advice based on strong legal knowledge and procedural understanding in all core people processes. To provide support in the review and development of people processes and procedures to ensure continuous improvement that promotes business effectiveness and reduces risk

2. Safety Detail's

A; This role requires security clearance (for e.g. running of special trains)	NO
B; This role is required to hold relevant Track Safety Competence (PTS)	NO
C; This is a Safety Critical Work Post	NO
D; This is a 'Key Safety Post'	NO
E; Reference to this post is included in the Company Safety Certification documents	NO
F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO
G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO

3. Principal Accountabilities

- Working as part of a self-managed team support line managers to professionally manage all people processes – the core processes include, but are not limited to, discipline, grievance, MFA, requests for flexible working, welfare and medical accommodations.
- Support in person complex cases.

- In all cases provide legal and procedural advice, track and monitor actions. Deliver all HR actions on time. Escalate cases that are behind agreed functional / HR SLAs.
 - Document and record all cases in the oracle system.
 - Produce reports that track compliance and business outcome – identify reoccurring issues and with ERM deploy tactics to resolve.
 - Support ERM in reviewing and updating people processes and procedures to promote legal and business effectiveness.
 - Support as directed any other business activity for which the person is deemed to have the necessary capability.
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5. Context

A: Operating Environment:

Working to resolve a variety of complex employee relations issues.

B: Framework and Boundaries:

To encourage positive industrial relations and ensure compliance to employment legislation.

6. Relationships

A: Reporting lines – Reports to Senior HR Business Partner

7. Knowledge and Experience

- CIPD qualified desirable **OR**
- Legal background or qualification
- HR experience with experience working in a unionised environment
- Experience of a fast paced shared HR centre culture
- Can do attitude
- Process focused
- Completer finisher
- Demonstrates continuous self-development