



Job Description

Job Title:	ER & Policy Specialist
Directorate/Team:	Chief Executive – People & Culture Services
Location:	16 Summer Lane or other site/location
Responsible to:	ER & Policy Manager
Responsible for:	
Key working relationships: (internal)	People & Culture Services colleagues – Heads of, People Business Partners, Talent Acquisition, Reward, OD and Learning, Legal Service colleagues, Trade Unions representatives, Diversity Networks, Heads of, and managers across all directorates.
Key working relationships: (external)	Legal and professional advisory services, external policy networks, ACAS, and benchmarking groups, other CA HR Teams

Purpose of the Post

The ER & Policy Specialist will provide expert, consistent advice on a range of employee relations (ER) matters and ensure end to end case management. The role will draft new and revise current people related policies leading on consultation and implementation engagement. A key role requirement is ensuring the organisation meets legal obligations, follows best practice, and upholds a fair and inclusive approach to managing people.

Working as a member of a dedicated ER and Policy team within Strategic People Operations, the role plays a key role in strengthening the WMCA's approach to employee casework, policy governance and workforce risk.

Accountabilities

- **People & Culture Services:** Contribute to representing, promoting and delivering an effective and professionally respected service in driving the people and change agendas.
- **Employee Relations Advice:** Deliver consistent, timely, and legally informed advice to managers across the full spectrum of employee relations issues.
- **Manager Capability:** Coach and guide managers in handling ER matters effectively, promoting early resolution and positive outcomes.
- **Risk & Resolution:** Manage employment relations casework and investigations, ensuring compliance with policy and alignment with ACAS and employment legislation.
- **Employee Relations Records:** Maintain accurate records and case tracking to support audit, risk mitigation, and organisational learning.
- **Employee Relations Case Actions:** Ensure all case outcomes and recommendations are actioned and followed up as required.
- **Policy and Compliance:** Drafting, consultation, and review of people policies and associated guidance.

Responsibilities

Strategic

- Contribute to shaping the ER service to support inclusion, engagement and organisational values and provide evidence.
- Identify patterns and trends in ER casework and escalate risks or areas for improvement to the ER & Policy Manager.

<ul style="list-style-type: none"> • Work on the continuous improvement of policy governance, casework processes, and workforce relations across the organisation. • Keep abreast of changes in employment law and the implications for policy changes and their implementation.
People
<ul style="list-style-type: none"> • Work closely with colleagues in Legal, Business Partnering and the wider People & Culture function to ensure people policy and practice is legally compliant, inclusive and effective. • Maintain relations with the Diversity Networks to ensure appropriate involvement in policy reviews. • Build manager capability through coaching and support.
Operational
<ul style="list-style-type: none"> • Deliver consistent, timely, and legally informed advice to managers across the full spectrum of employee relations issues. • Work with the OD, Change & Transformation team in designing and delivering policy and ER-related training sessions and resources for managers and colleagues. <p>Manage a range of employee relations cases from informal resolution through to formal hearings.</p> <ul style="list-style-type: none"> • Apply policy consistently and ensure outcomes are well documented and legally compliant. • Ensure all personal data and casework records are handled in line with data protection policy and legislation. • Engage constructively with Trade Union representatives and others involved in ER case management. • Contribute to TUPE transfers in and out of the organisation, ensuring all legislative requirements are met and transferees have a positive and fair experience. • Contribute to cross-functional People & Culture projects.
Financial
<ul style="list-style-type: none"> • Promote early intervention and proportionate outcomes to reduce cost and legal exposure. • Ensure ER recommendations are fair, robust and financially sustainable.
Other
<ul style="list-style-type: none"> • Contribute to knowledge sharing, service development and team learning. • Support inclusion, wellbeing, and continuous improvement across all people delivery. • Ensure legal compliance and alignment with WMCA's risk and governance standards.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:		Essential / Desirable		How Evidenced?	
Experience		E	D	A	I T
• Proven experience advising and supporting on informal approaches through to complex employee relations issues across the casework lifecycle		X		X	X X
• Evidence of providing value-add HR advice on a range of employment matters to stakeholders across the entire employee lifecycle.		X		X	X
• Evidence of using coaching skills to develop manager's competence and confidence in dealing with people management issues		X		X	X
• Experience of developing and delivering people process and policy related training		X		X	X
• Experience in contributing to the development, implementation or review of HR policies		X		X	X
• Experience of supporting organisational change processes		X		X	X
• Experience of working in a unionised environment			X	X	
Skills / Knowledge		E	D	A	I T
Understanding and knowledge of relevant employment legislation		X		X	X
Excellent time management skills with the ability to plan and organise a varied workload		X		X	X
Ability to use own initiative and make sound decisions based on policy and employment legislation		X		X	X

Excellent communication and interpersonal skills, with a high level of tact and discretion	X			X	
Understanding of how to design stimulating training sessions that transfer knowledge and skills		X	X	X	
Excellent attention to detail and accuracy.	X		X		
Qualification / Education / Training	E	D	A	I	T
Educated to at least degree level	X		X		
CIPD qualified to level 5 at least - ideally CIPD 7 or working towards	X		X		
Coaching level 3 or above qualification		X	X		
Evidence of continued professional development	X		X		

Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference
05.09.2025		SP34 - 38	JEP635