



HR Employee Relations and Transactional Manager

Salary	£50,269 to £54,495 per annum NJC scale column points 39 to 43
Location	Hybrid working - 2 days a week in the office based at 1 Angel Square, Manchester, M60 0AG
Reports to	Head of HR Operations
Responsible for	HR Advisers and HR Administrators

Job description

Purpose of role:

Lead and manage the delivery of a high-quality, professional and value for money HR advisory and transactional service, focusing on the employee and line manager experience.

Coach and develop HR Advisers to provide consistent and legally compliant advice; mitigating organisational risk and promoting positive working relationships with recognised trade unions.

Ensure accurate and timely administration of the employee lifecycle, working closely with the HR Systems Manager to maximise the use of the newly implemented HRIS Information System.

Analyse data to identify trends and risks, recommending and implementing preventative measures and continuous improvements.

Key accountabilities; and specific duties / responsibilities:

Employee relations and casework leadership

- Lead, line manage, coach, and develop the casework team to ensure high performance, technical expertise, and a consistent approach to advice and service delivery.
- Ensure consistent application of policies and legislation in a unionised environment.
- Act as the escalation point for complex and high-risk employee relations cases (e.g., disciplinary, grievance, absence, capability, redundancy, and TUPE and organisational change), providing strategic advice and resolution.



- Analyse case data and HR helpdesk data to identify trends and risks, recommending and implementing preventative measures and continuous improvements in collaboration with the Head of HR Operations.
- In collaboration with the Head of HR Operations, jointly review policies related to relevant work areas.

Transactional and operations management (employee lifecycle)

- Review existing processes and where necessary, implement more effective Trust-wide processes to drive excellence in service performance, automation, simplification, and process scalability.
- Lead the HR administration team to consistently execute efficient, accurate, and compliant HR transactional services across the employee lifecycle, from recruitment, on-boarding and benefits administration, to contract changes, payroll liaison, and leaver processing.
- Work closely with the HR Systems Manager and Payroll Manager ensuring the integrity and effective use of the HRIS and associated systems, ensuring accurate record-keeping, compliance with data protection legislation (e.g. GDPR), and providing accurate HR metrics and reports.

People management and development

- Line manage, motivate, and develop the HR Advisers and HR Administrators, setting clear performance objectives, managing workload, and promoting a culture of high performance, collaboration, and continuous professional development.
- Coach and mentor team members to enhance their knowledge and stakeholder management skills, particularly in a unionised context.

Person Specification

Personal attributes required (based on job description):		
Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
<p>Qualifications and knowledge</p> <ul style="list-style-type: none"> • CIPD Level 7 / postgraduate qualification or equivalent 	E	A, I



<ul style="list-style-type: none"> • Up-to-date, in-depth knowledge of employment law and best practice • Knowledge of statutory guidance relating to schools and child safeguarding 	<p>E D</p>	
<p>Experience</p> <ul style="list-style-type: none"> • Substantial and demonstrable experience in casework / employee relations, including leading the resolution of complex, high-risk cases • Experience of line managing and developing a HR team • Experience of HR systems, preferably including data reporting • Experience in the education sector, including KCSIE, Teachers terms & conditions and NJC pay scales 	<p>E E E D</p>	<p>A, I</p>
<p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to successfully communicate with and influence trade union representatives and senior stakeholders • Excellent written and verbal communication skills, including the ability to present complex legal or HR information clearly and persuasively • High level of analytical and judgemental skill to interpret policies, legislation, and case facts to determine the optimal course of action • Proven ability to manage a team working to deadlines, prioritising effectively during periods of conflicting demands. • Strong leadership, coaching, and people management skills 	<p>E E E E E</p>	<p>A, I</p>
<p>Personal qualities</p>	<p>E</p>	<p>A, I</p>



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<ul style="list-style-type: none">• Demonstrates personal resilience and composure when dealing with difficult, contentious, or emotive situations• Strong commitment to providing a consistent, high-quality, and customer-focused service to managers and employees• Absolute integrity and the ability to handle highly sensitive and confidential information with discretion.• Commitment to safeguarding children through relevant work areas, including applying safer recruitment practices and ensuring allegations against staff are dealt with fairly and appropriately.• All our colleagues are expected to demonstrate a commitment to co-operative values and principles, British Values and the Ways of Being Co-op.	E E E E	
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Co-op Academies Trust as an aware employer is committed to safeguarding and protecting the welfare of children and vulnerable adults as its number one priority. This commitment to robust recruitment, selection and induction procedures extends to organisations and services linked to the Trust on its behalf. This post is subject to an enhanced DBS check with appropriate childrens and/or adults barred list check if necessary. A person who is included in the childrens or adults barred list commits an offence if they engage in regulated activity from which they are barred.

Co-op Academies Trust is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage or civil partnerships.