

Job Description

Job title:	Employee Relations Specialist
Reports to:	Senior People Business Partner
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As an Employee Relations Specialist, you will provide expert, coaching-led employee relations support to leaders across Accent. You will manage all ER casework, provide clear and practical employment law guidance, and help leaders resolve people matters confidently, fairly and consistently. This role is focused on reducing organisational risk, improving leader capability and ensuring people decisions are well managed, well documented and aligned to Accent's values, policies and legal obligations.

You will support a range of complex matters including disciplinary, grievance, absence, capability, conduct, performance and organisational change cases. You will also use ER insight, case trends and lessons learned to identify emerging people risks and recommend preventative action. Working closely with the Business Partnering team and wider People team, you will help build a positive, fair and consistent colleague experience across Accent.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In your role as an Employee Relations Specialist, you will demonstrate these values by providing balanced, practical and legally sound advice that supports fair outcomes for colleagues, leaders and customers. You will be Smart in assessing risk and evidence, Driven in progressing cases effectively, Caring in how you support sensitive people matters, and Inclusive in ensuring consistency, fairness and dignity throughout the ER process.

You will act as a trusted advisor and coach to leaders, helping them build confidence in managing people issues early, constructively and in line with Accent's policies and values.



Key Responsibilities and Duties

- Manage all ER caseload, including disciplinary, grievance, absence, capability, conduct, performance and organisational change matters.
- Provide expert advice to leaders on employment law, Accent policies, procedural fairness, risk and appropriate case strategy.
- Coach leaders to handle people matters confidently, consistently and in line with Accent's values and legal obligations.
- Support the preparation and review of investigation reports, hearing packs, scripts, invite letters, outcome letters and other formal case documentation.
- Advise on organisational change processes, including consultation, restructures, redeployment and redundancy, ensuring processes are fair, well planned and legally compliant.
- Identify ER trends, emerging risks and recurring themes, using data and insight to recommend preventative actions and improve leader capability.
- Work closely with the Business Partnering team to ensure ER advice aligns with wider people plans, operational priorities and organisational risk management.
- Support the development and continuous improvement of people policies, toolkits, templates and guidance to ensure they remain clear, practical and legally robust.
- Promote early resolution where appropriate, helping leaders address concerns constructively before they escalate into formal processes.
- Maintain accurate, timely and confidential case records, ensuring appropriate governance, audit trail and data quality.
- Support employment tribunal preparation where required, including chronology building, document collation, evidence review and liaison with external legal advisors.

The must haves:

- CIPD Level 5 qualification or equivalent experience, or willingness to work towards.
- Strong experience managing complex employee relations cases in a fast-paced organisation.
- Strong working knowledge of UK employment law and its practical application in workplace ER matters.
- Experience advising on disciplinary, grievance, absence, capability, conduct, performance and organisational change processes.
- Ability to coach and influence leaders, including challenging thinking constructively where needed.
- Excellent written communication skills, with experience preparing or reviewing formal ER documentation.
- Strong judgement, attention to detail and ability to assess risk, evidence and procedural fairness.
- Highly organised, with the ability to manage multiple complex cases and competing priorities.
- Confident working with sensitive and confidential information.
- Ability to travel to other Accent sites and attend meetings as required.

The added extras:

- Experience supporting employment tribunal preparation or working with external legal advisors.
- Experience identifying ER trends and developing preventative interventions.
- Experience designing or improving ER templates, guidance, policies or manager toolkits.
- Experience coaching leaders to improve confidence and capability in managing people issues.
- Experience working in housing, care, public sector or another regulated environment.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.