

SELECTION CRITERIA

POST: HR Officer - ER
DEPARTMENT: Human Resources

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	<ul style="list-style-type: none"> Educated to CIPD level 5, or working towards. 	<ul style="list-style-type: none"> CIPD level 7 Training in employment law, mediation, or ER case management 	<ul style="list-style-type: none"> Application Form Certificates
Skills / Abilities	<ul style="list-style-type: none"> Ability to manage ER cases independently, balancing risk, fairness, and legal compliance. Strong written communication skills, with the ability to produce clear, accurate, and professional documentation. Confident in coaching and supporting managers to build capability in handling people issues. Ability to deliver training or briefings to managers on ER processes and best practice. Excellent organisational skills, with the ability to prioritise, manage deadlines, and handle multiple cases simultaneously. Strong interpersonal and relationship-building skills, with the ability to influence and challenge appropriately. High level of accuracy and attention to detail, particularly in record-keeping and data entry. Confident user of HR systems, databases, and Microsoft Office applications. 	<ul style="list-style-type: none"> Strong analytical skills, with the ability to interpret ER data and identify trends or risks. 	<ul style="list-style-type: none"> Application Form Assessment Centre
Experience	<ul style="list-style-type: none"> Significant experience managing a wide range of ER cases including disciplinary, grievance, sickness absence, performance, probation, and capability. Experience providing legally informed HR advice to managers at all levels. 	<ul style="list-style-type: none"> Experience working in a regulated environment such as health, social care, education, or 	<ul style="list-style-type: none"> Application Form Assessment Centre

	<ul style="list-style-type: none"> • Experience preparing high-quality ER documentation such as investigation reports, outcome letters, and hearing packs. • Experience coaching and supporting managers to handle people-related issues confidently. • Experience maintaining accurate HR records, case trackers, and audit-ready documentation. • Experience using HR information systems and maintaining high-quality data. 	<p>charity.</p> <ul style="list-style-type: none"> • Experience analysing ER data, identifying trends, and recommending preventative actions. • Experience contributing to the development or review of HR policies and procedures. • Experience supporting HR projects, organisational change, or wider HR initiatives (e.g., wellbeing, engagement, EDI). 	
Knowledge	<ul style="list-style-type: none"> • Strong, up-to-date knowledge of UK employment law and best practice in employee relations. • Understanding of HR policies, procedures, and their practical application in casework. • Understanding of GDPR, confidentiality, and data protection principles. • Knowledge of equality, diversity, and inclusion principles and how they apply to HR practice. • Understanding of organisational change processes and their HR implications. • Knowledge of payroll processes. 	<ul style="list-style-type: none"> • Awareness of CQC requirements, safer recruitment standards, and workforce compliance expectations 	<ul style="list-style-type: none"> • Application Form • Assessment Centre
Motivation and personal attributes	<ul style="list-style-type: none"> • Professional, credible, and able to act as a trusted advisor to managers and staff. • Calm, resilient, and able to manage sensitive or complex situations with discretion and empathy. • Proactive, solution-focused, and able to use initiative to resolve issues. 		<ul style="list-style-type: none"> • Assessment Centre

	<ul style="list-style-type: none">• Committed to continuous learning and staying up to date with employment law and HR best practice.• Demonstrates integrity, confidentiality, and sound judgement in all aspects of work.• Collaborative team player who contributes positively to the wider HR function.• Committed to promoting safeguarding, equality, diversity, inclusion, and organisational values.• Flexible and adaptable, able to support wider HR activity during periods of change or peak demand.		
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