



Employee Relations Case Officer

Job Description

Location: Edinburgh, with frequent travel across Scotland

Salary: £32,000

Salary Band: 1.8

Contract: 35 Hours per week / Full-Time / Fixed-Term 6 Months

Directorate: Operations

Reports To: Director of Operations

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years' experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

As an Employee Relations (ER) Case Officer, you will play a critical role in fostering a positive and fair workplace culture. Reporting to the Director of Operations, you will provide expert advice and guidance on complex employee relations matters, ensuring compliance with employment law and best practices. This role requires a hands-on approach, working closely with managers and senior staff across the organisation to resolve workplace issues effectively.

Key Responsibilities:

- Provide professional ER advice and support on a range of employment matters, including disciplinary, grievance, performance management, and absence management cases
- Conduct and support investigations, ensuring fair and consistent processes in line with Change Mental Health policies and employment legislation
- Assist in reviewing and developing HR policies, ensuring they are legally compliant and aligned with best practices
- Support managers in handling sensitive and complex employee relations cases, offering pragmatic and solution-focused advice
- Ensure effective case management of all ER matters, maintaining accurate records, and reporting trends to senior leadership
- Keep up to date with changes in employment law, advising on their impact and implementing necessary updates to policies and procedures
- Contribute to HR improvement projects, ensuring Change Mental Health remains an employer of choice and a leader in best employment practices
- Additional duties and projects as required by the Director of Operations

Essential Criteria:

- CIPD Level 5 qualification (or equivalent experience) with a strong understanding of employment law and best practice
- Previous experience in an operational HR advisory or ER-focused role
- Excellent problem solving skills with the ability to handle complex employee relations cases sensitively and professionally



- Strong organisational and communication skills, with the ability to work autonomously and effectively manage multiple cases
- A proactive approach to improving HR processes and fostering a fair, inclusive workplace

Desirable Criteria:

- Experience working within the charity or social care sector
- Knowledge of TUPE (Transfer of Undertaking Protection of Employment) regulations and experience supporting change management processes
- Familiarity with HR systems for case management and reporting
- Mediation or conflict resolution training
- Experience delivering training or coaching to managers on employee relations matters

This is a fantastic opportunity for an experienced HR professional to make a real impact in the values-driven organisation dedicated to improving mental health support across Scotland.

Benefits:

- 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life's challenges
- A 35-hour working week, enhanced sick pay & season ticket loan
- A great work life balance with flexible and blended working environment
- Blue Light Discount Card
- Cycle to Work Scheme
- Enhanced sick pay and leave entitlements
- Generous 37 days' holiday
- Paid Mental Wellbeing Days
- Professional development including funded opportunities

Please note, the salary has been set at the upper limit of our salary band for this role.