

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: Employee Relations Manager

Your Purpose:

In this role you will support the delivery of fair, consistent, and legally compliant employee relations across Southeastern Railway. This role enables managers to address workplace issues confidently by providing clear, timely advice and support aligned with employment legislation, internal policy, and best practice.

The postholder will manage their own case portfolio via the case management system, working collaboratively with managers and trade union representatives to promote constructive working relationships and early resolution.

This role is field based and will travel across the Southeastern network with flexibility in line with our agile working policy.

Your talents

- ✓ **You are an ER pro** – Anything you don't know about employee relations is not worth knowing, preferably within a highly unionised workforce
- ✓ **You dot the I's and cross the T's** – You understand employee relations processes and have strong working knowledge of ACAS and UK Employment Legislation
- ✓ **ERA25 you say** – You understand the impact that employment law changes have on organisations and are experienced at providing sound advice & coaching to leaders, keeping up to date with changes in employment law landscape.
- ✓ **You can spin the plates** – You take ownership, and have experience managing a complex caseload with competing priorities to meet deadlines and SLA's
- ✓ **You can manage the moving parts** – You build effective relationships with managers, leaders and trade union reps
- ✓ **CIPD Level 5** – or equivalent HR qualification would be desirable



Your Responsibilities & Accountabilities

- ✓ Support delivery of communications plans and projects across the Communications & Stakeholder Team.
- ✓ Manage a full range of employee relations cases via the case management system, ensuring all cases are accurately recorded, progressed promptly, and closed with appropriate outcomes.
- ✓ Provide clear, practical guidance to managers on disciplinary, grievance, absence, and performance matters, aligned with policy and legislation.
- ✓ Build strong working relationships with trade union representatives at a local level, supporting early resolution and positive engagement on ER matters.
- ✓ Attend and advise at formal hearings, including Gross Misconduct, Stage 3 Attendance, and Capability cases, ensuring policy and procedure are correctly followed.
- ✓ Contribute to the review, development and communication of ER policies, procedures and guidance materials.
- ✓ Deliver or support training sessions to build line manager confidence and competence in managing people matters.
- ✓ Identify and escalate emerging ER themes, risks or trends to the Senior Employee Relations Manager for consideration at a strategic level.
- ✓ Support consultation processes and change activity as required, ensuring compliance with legal and procedural requirements.

What we trust you to do – (Authority to Act)

- ✓ Provide sound employment law advice to leaders and managers across the business
- ✓ Manage a varied caseload in a variety of employee relations matters
- ✓ Maintain the strictest confidentiality, ensuring adherence to UK employment legislation and ACAS guidance
- ✓ Promote constructive working relationships and informal early resolution wherever possible

Our ways of working

- ✓ **We think what if**
Listen, Learn, Improve
- ✓ **We show we care**
We look out for people. We do what we can to help.
- ✓ **We make great things happen**
Keep it simple



Approved by: Louise Davies

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