

Role Profile

Role: People Advisor

Directorate: People

Salary Band: Band 6

Post reference: CEO63

Job Evaluation Date: September 2026

Role statement of Purpose To provide specialist employee relations advice and support to managers across TfGM, managing a broad range of employee relations matters, supporting policy development and implementation and contributing to the effective operation of the Employee Relations and Policy Centre of Excellence.

The role works closely with Senior People Advisors, Strategic People Partners and People Partners to ensure people matters are managed consistently, fairly and in accordance with organisational policy and employment legislation.

The role supports managers through the application of employee relations policy, workforce insight and people processes, escalating matters appropriately in accordance with Employee Relations and Policy Centre of Excellence governance arrangements.

The role contributes to continuous improvement through the effective use of People systems, workforce information and organisational insight.

Reports to: Employee Relations and Policy Manager

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required</i>
1.	Employee relations case management	<ul style="list-style-type: none"> • Manage employee relations casework within agreed frameworks. • Manage disciplinary, grievance, probation, attendance and capability cases.

		<ul style="list-style-type: none"> • Advise managers on policies, procedures and good practice. • Support investigations, hearing and meetings. • Prepare correspondence, documentation and outcome letters. • Escalate complex, high-risk or sensitive issues appropriately. • Maintain accurate case records within agreed People systems and case management tools, ensuring information is complete, secure and compliant with data protection requirements. • Escalate high-risk, complex or precedent setting matters in accordance with Employee Relations and Policy Centre of Excellence governance arrangements.
2.	Advice, guidance and manager support	<ul style="list-style-type: none"> • Provide professional advice to managers and colleagues. • Act as a first point of contact for employee relations queries. • Provide practical advice on policy and process application. • Support managers in managing people issues promptly and consistently. • Promote self-service guidance and management resources. • Build positive relationships with stakeholders. • Support managers to access and utilise People system self-service functionality, guidance materials and standard workforce information.
3.	Policy development, implementation and compliance	<ul style="list-style-type: none"> • Contribute to an effective, legally compliant and accessible policy framework. • Support the development, review and implementation of People policies through consultation, research, data gathering and stakeholder feedback. • Support Equality Impact Assessment activity associated with People policies and procedures. • Support the effective operation of the People policy framework.

		<ul style="list-style-type: none"> • Assist with drafting managers guidance and supporting materials. • Ensure employee relations advice reflects current legislation and policy. • Promote consistency in policy application across the organisation. • Support policy consultation and implementation activities.
4.	Organisational change and consultation support	<ul style="list-style-type: none"> • Support employee relations aspects of organisational change. • Assist with restructures and consultation exercises. • Support the preparation of workforce information, employee relations data and consultation documentation required for organisational change activity. • Support communication and engagement activity. • Maintain accurate records and trackers. • Work collaboratively with People Partners and Strategic People Partners.
5.	Employee relations insight and risk management	<ul style="list-style-type: none"> • Use workforce information, casework trends and people data supplied through People systems and reporting tools to identify recurring themes and emerging risks. • Maintain accurate case management records. • Produce employee relations reports and data. • Monitor case progress and service standards. • Identify trends and recurring themes. • Escalate emerging risks and issues.
6.	Continuous improvement and professional standards	<ul style="list-style-type: none"> • Contribute to the effectiveness of the Centre of Excellence by identifying opportunities to improve employee relations processes, guidance, case management systems and customer experience. • Support development of templates, guidance and resources. • Share learning and best practice. • Contribute to service improvement initiatives. • Maintain and develop professional knowledge, including the effective use of People systems and workforce information.

		<ul style="list-style-type: none"> Support wider People Directorate priorities as required.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		
C1	Ensure you comply with all applicable organisational legislation and policy	<ul style="list-style-type: none"> Data Protection legislation. TfGM Safety Management System, including applicable management responsibilities. Bus Operator contractual-management requirements where applicable. Dignity at Work policy. Information assurance and security requirements. Risk management requirements. TfGM policies and procedures. Equality and diversity legislation. TfGM Vision and Values. Act in accordance with TfGM's behaviours and competencies. Maintain the confidentiality, security and integrity of sensitive employee-relations information, ensuring compliance with GDPR, Data Protection legislation and TfGM information governance requirements.
C2	Any other reasonable duties as required from time to time	<ul style="list-style-type: none"> Support wider People team with projects and programmes as required by TfGM appropriate to the scope and Band of the role.

Key Interdependencies	
Key Contacts	<ul style="list-style-type: none"> Employee Relations and Policy Manager Senior People Advisors Strategic People Partners People Partners People Shared Services and Information Team Directors, Heads of Service and Managers Trade Union Representatives Legal Advisers Occupational Health Providers
Direct reports	None

Budgetary responsibility	<i>None</i>
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated
Created By:				
Annalie Pearce September 2026				

Senior People Advisor <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Experience providing employee relations advice within an HR/People function.
E2	Experience supporting disciplinary, grievance, absence or capability processes.
E3	Experience interpreting people policies and procedures.
E4	Experience building effective stakeholder relationships.
E5	Experience working with confidential information.
E6	Experience working in a unionised environment.
E7	Experience of using HR or People systems.
E8	Experience of identifying themes, trends or risks through workforce information.
E9	Understanding of equality, diversity and inclusion principles in a workplace context.
EQ	Essential Qualifications – Technical, Vocational or educational
EQ1	CIPD qualified, studying towards CIPD or equivalent professional experience
EQ2	Evidence of continuing professional development
EA	Essential Attributes:
EA1	Strong customer focus
EA2	Good communication skills
EA3	Sound judgement and attention to detail
EA4	Ability to manage competing priorities
EA5	Commitment to continuous professional development
EA6	Collaborative and team-focused approach