

Job Description – Colleague Resolution Advisor

Department	People Team
Grade	11
Reporting to	Colleague Resolution Manager
Direct reports (yes or no)	No
WTW Code	AHR095-P3-11

Job Purpose

To provide timely and effective support on employee relations matters by managing cases in a fair, consistent, and human-centric manner. The Colleague Resolution Advisor plays a key role in applying the MIB's dispute resolution framework to resolve workplace issues constructively, while promoting a positive employee experience. This role supports the creation of a respectful and inclusive work environment by ensuring that all employee relations (ER) interventions are aligned with company values, employment law, and best practice.

Key accountabilities

- Provide first-line advice and guidance to managers and employees on ER matters including disciplinary, grievance, performance and absence management.
- Independently manage ER cases with minimal supervision, escalating only complex or high-risk matters to the Colleague Resolution Manager.
- Support the Colleague Resolution Manager in managing complex ER cases and investigations.
- Apply professional expertise in employment law and ER best practices to guide decisions and advice to managers.
- Assist in the development and implementation of ER policies, procedures, and toolkits.
- Maintain accurate and confidential records of ER cases and outcomes.
- Monitor ER case trends, escalating recurring issues or risks to the Colleague Resolution Manager, including practical solutions to improve ER processes and prevent disputes.
- Contribute to the delivery of ER-related training and awareness sessions for line managers and support capability building through internal knowledge sharing and coaching.
- Apply the organisation's dispute resolution framework to support the fair and timely resolution of workplace issues, escalating complex cases as appropriate.

Key accountabilities

- Operate across MIB departments, contributing to employee experience and ensuring compliance.
- Collaborate with Strategic People Partners to ensure alignment of ER practices with broader HR strategies.
- Stay informed of changes in employment legislation and best practices and contribute to internal knowledge sharing.
- Build trusted relationships and influence stakeholders to adopt fair and consistent ER practices.

Role requirements

- Good communication skills including the ability to influence and negotiate at all levels
- CIPD qualification (level 5) or equivalent work experience in a recognised HR team
- Experience in managing a range of employee relations from initiation to resolution, ensuring compliance with employment law and organisational policies.
- High level of computer literacy (MS Office), particularly Word, Excel and Powerpoint
- Able to deal appropriately with confidential and sensitive information
- Pays attention to detail and works with a high level of accuracy
- Takes responsibility for actions, project deliverables and people
- Takes initiative, acts with confidence and works under own direction
- Demonstrates an interest and understanding of others
- Analyses numerical data, verbal data and all other sources of information
- Produces workable solutions to a range of problems
- Gets to the heart of complex problems and issues
- Works productively in a high-workflow environment