

Colleague Relations (CR) Advisor

Job Description

East of
England
COOP

The purpose of your role in Our Co-op

As a Colleague Relations (CR) Advisor, you will play a vital role in supporting leaders and colleagues by managing employee relations cases across the organisation. You'll provide expert advice and guidance on issues such as absence, performance, conduct, and grievances, ensuring they are handled fairly, consistently, and in line with employment law and company policy. Working under the direction of the CR Lead, you'll manage your own caseload, support investigations and hearings, and help to build manager capability so that people issues are resolved effectively and early.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The People Business Partnering Team plays a vital role in ensuring our people strategy delivers real value across the business. Their job is to provide expert operational HR support, advice, and guidance to leaders, enabling them to manage their teams effectively while ensuring compliance and consistency.

With a hands-on, collaborative approach, our team works closely with business units to resolve people challenges, implement HR processes, and support colleague experience initiatives. They focus on delivering reliable, insightful people solutions that empower our leaders, support our colleagues, and keep the organisation running smoothly.

Things you need to know

This role is based at Wherstead Park, with hybrid working in line with our policy. You will work Monday to Friday, 37.5 hours per week, with occasional travel to other business locations for casework and investigations.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Interpersonal skills
- Data interpretation

Your reporting lines

Location

Wherstead Park,
Ipswich, Suffolk, IP9 2BJ

Department

Central Office, People
Business Partnering
Team

Reports to

Colleague Relations (CR)
Lead



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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What you will be working on at Our Co-op

1. Case Management

Manage a portfolio of ER cases such as disciplinary, grievance, capability and absence matters from start to finish. You'll provide clear, pragmatic advice to managers, prepare case documentation, and support or lead investigations where required.

2. Policy & Compliance

Apply HR policies consistently, ensuring all casework is legally compliant, fair, and in line with ACAS guidance. You will maintain accurate and confidential case records that are audit-ready.

3. Manager Support & Capability Building

Coach and guide managers through ER processes, giving them the tools and confidence to resolve issues informally where possible. You'll also contribute to training sessions and the development of practical guidance materials.

4. Collaboration & Stakeholder Engagement

Work closely with the CR Lead, other Advisors, and People Business Partners to ensure a consistent approach to ER matters. You'll also liaise with external advisers such as legal and occupational health when appropriate.

5. Data & Continuous Improvement

Accurately record case data in HR systems and support reporting activity by providing insights into trends and patterns. You'll share learnings and ideas that help improve policies, processes and manager capability over time.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values