

JOB DESCRIPTION

Job Title:	Case & Change Management Advisor
Department:	People and Culture
Accountable to:	People Partner
Hours:	35 hours per week
Contract:	12–18-month FTC
Salary:	£38,000 per annum
Location:	Head office, London and Ravenswood
Hybrid working:	2 days on site as required and home working

About Norwood

Founded in 1795, Norwood is the oldest Jewish charity in the UK. We support and empower 7,000 neurodiverse children, their families and people with neurodevelopmental disabilities to live their best lives. Norwood operates in London and the Southeast with a turnover of around £36m per annum and needs to raise £12m each year in voluntary income to provide the services we offer to the Jewish community.

About the role

We are seeking an experienced and strategic Case & Change Management Advisor to play a critical role in supporting the organisation through complex employee relations matters, with a strong focus on change management, organisational restructures, and stakeholder partnership. This is a key role for someone who can offer expert advice, influence leaders, and guide managers through sensitive people-related challenges with confidence, clarity, and professionalism.

Main Duties and Responsibilities

- Act as a trusted advisor to senior leaders and line managers across the organisation, providing proactive and expert support on all employee relations matters including organisational change, restructures, redundancy processes, disciplinary and grievance issues, performance management, absence, and capability.
- Partner with stakeholders to develop and implement ER strategies that align with organisational priorities, driving solutions that are fair, consistent, and legally compliant.

- Lead on complex case management including high-risk disciplinary, grievance, and consultation cases, ensuring best practice is followed and outcomes are aligned with organisational values.
 - Provide structured support and professional advice during change programmes including TUPE, restructures, and consultations—helping leaders navigate sensitive conversations while protecting employee engagement and business continuity.
 - Collaborate with the People Partner and senior stakeholders to assess organisational design needs and workforce planning requirements.
 - Influence and coach managers to build their ER capabilities and ensure consistency in decision-making across departments.
 - Contribute to the development, review, and implementation of ER policies, ensuring alignment with employment legislation and sector best practice.
 - Deliver training and workshops on key ER topics to upskill managers and embed a culture of positive employee relations.
 - Maintain accurate and up-to-date case records in line with data protection regulations and organisational standards.
 - Participate in ongoing development of ER frameworks, resources, and initiatives that promote effective employee engagement, performance, and compliance.
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General

- To always maintain confidentiality and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
- To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
- To take all reasonable care of the health and safety of her/himself and of other persons who may be affected by her/his acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
- To report to the Health and Safety Manager either serious risks or your concerns over safety issues.



- To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
- To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.
- To work at any other Norwood location, as and when required.
- To undertake any other duties which are consistent with the post.
- This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION
Case & Change Management Advisor

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Extensive ER experience, with a proven track record of leading complex organisational restructures, consultation processes, and change programmes. • Demonstrated ability to work in partnership with senior leaders and stakeholders to influence decision-making and deliver strategic ER support. • In-depth experience managing sensitive ER casework including high-risk disciplinarys, grievances, performance, absence, and capability. • Experience advising managers on employment law, employee engagement, and change communication. • Demonstrable success in building ER capability within organisations through coaching, policy development, and training delivery. 	<ul style="list-style-type: none"> • Design & delivery of management training • Experience of navigating trade union relationships and collective consultation.
QUALIFICATIONS	<ul style="list-style-type: none"> • CIPD qualification Level 3 or above 	<ul style="list-style-type: none"> • CIPD Chartered Member status (desirable).
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Deep and up-to-date knowledge of UK employment law and HR best practice, especially relating to restructures, consultation, and TUPE. • Ability to influence, challenge, and coach managers and leaders with professionalism and tact. 	

	<ul style="list-style-type: none"> • Strong commercial awareness and understanding of the people impact of organisational decisions. • Excellent written and verbal communication skills with the ability to communicate complex information clearly and effectively. • High level of emotional intelligence, diplomacy, and discretion in dealing with sensitive matters. • Strong organisational, analytical, and case management skills. • Comfortable working independently and managing a diverse and busy caseload with minimal supervision. 	
<p>PERSONAL CIRCUMSTANCES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Strategic thinker with a proactive, solutions-focused approach. • Strong sense of integrity, fairness, and commitment to upholding best practice in employee relations. • Resilient, adaptable, and calm under pressure. • Collaborative team player who thrives in a dynamic, values-led environment. • Willingness to travel between sites as needed. • Adherence to and evidence of the Norwood values and behaviours 	