

Job Title: **Employee Relations Officer**

Location: **Oldbury**

Company: **Proffer Solution Ltd**

Reports To: **CEO/EPD/ELCD**

Date: **04/06/2025**

Position Overview:

We are seeking an experienced Employee Relations Officer to join our team in the Staffing and Recruiting industry. This vital role focuses on fostering a positive work environment where employees feel valued and heard. Responsibilities include managing employee relations, mediating conflicts, and promoting open communication. The ideal candidate should have in-depth knowledge of employment laws, handle sensitive matters with discretion, and collaborate with management to improve employee satisfaction. Duties also include investigating grievances, analysing turnover data, and preparing reports for leadership. If you have a strong HR background, excellent interpersonal skills, and a commitment to employee advocacy, apply today to help us build a supportive workplace.

Key Responsibilities

- Serve as the primary point of contact for employee relations issues within the organization.
- Investigate employee complaints and concerns, ensuring a fair and thorough process.
- Facilitate conflict resolution between employees and management through mediation and negotiation.
- Develop and implement employee engagement initiatives to enhance workplace morale.
- Provide guidance and support to management on employee relations best practices and policies.
- Conduct exit interviews to understand turnover trends and improve retention strategies.
- Analyze data related to employee satisfaction and propose actionable recommendations.

Requirements:

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Minimum of 3 years of experience in employee relations or human resources.
- Strong knowledge of employment laws and regulations.
- Excellent communication and interpersonal skills.
- Demonstrated ability to handle sensitive situations with discretion and professionalism.
- Proficient in HR software systems and Microsoft Office Suite.
- Strong analytical skills with the ability to interpret data and generate reports.

Application Process:

Interested candidates are invited to submit their resumes and a cover letter detailing their qualifications and experience to applications@proffersolutionltd.co.uk. The company is committed to diversity and inclusion and encourages applications from all qualified individuals.

Proffer Solution Ltd is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.