

Job Description

Job Title: Employment Law Caseworker

Line Manager: Head of Advice Services
Hours: 37 hours p/w (min 24 hours)
Salary SCP: £28,000 - £31,000 p/a FTE
Type of contract: Permanent
Location: Dudley & Wolverhampton offices; home working; community settings

Main Job Purpose

- To provide comprehensive and confidential employment law advice and casework support to clients that live across the Dudley Borough and City of Wolverhampton
- The role supports clients to understand and resolve employment disputes through tailored advice, negotiation support and tribunal preparation where appropriate
- The post holder will manage a complex caseload, deliver agreed targets and outcomes, and contribute to improving services through Research and Campaigns work

Main Tasks and Responsibilities

Employment Advice and Casework

- Provide employment law advice across a wide range of issues including:
 - ✓ Conduct and disciplinary procedures
 - ✓ Grievances and grievance hearings
 - ✓ Long-term sickness and capability processes
 - ✓ Redundancy and dismissal
 - ✓ Settlement agreements
 - ✓ Employment Tribunal claims and preparation
- Manage a complex caseload, taking responsibility for delivering agreed targets and client outcomes
- Assess client circumstances, risks and urgency, ensuring appropriate support is provided
- Draft correspondence, submissions and supporting documents on behalf of client
- Act for a client where necessary calculating, negotiating, drafting or writing letters/emails and telephoning
- Support clients through tribunal processes including evidence preparation and case documentation, within organisational guidance and supervision arrangements
- Ensure clients understand their rights, options and responsibilities
- Identify all advice needs and support clients with related issues where appropriate
- Refer or signpost clients to internal services or external partner organisations where required

Research and Campaigns (R&C)

- Identify evidence of client issues and submit appropriate R&C evidence forms
- Support organisational policy and social policy activity through case insight and reporting

Networking

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- To network and liaise with partner organisations in developing and promoting the service
- Build and maintain effective relationships with partner agencies, employers and support services
- Demonstrating a strong customer service focus - building and maintaining excellent relationships with clients and partners

Quality and Administration

- To maintain accurate and up to date case records for the purpose of continuity of advice
- Work in line with the Citizens Advice Performance Quality Framework (PQF)
- To complete all statistical returns and reports as required by the organisation and the commissioners
- Use IT effectively for statistical recording, record keeping and document production
- Deliver agreed casework targets and contract outcomes
- Monitor case progress to ensure timely resolution and closure
- Contribute to service improvement and consistency of advice delivery

Training and Professional Development

- Keep up to date with current/new legislation, case law, policies and procedures and attend appropriate meetings
- Read relevant publications
- To be responsible for identifying own training needs and attend courses as agreed with the Line Manager
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions and annual appraisal
- Ensure good practice at all times by contributing to the learning of the team and the development of new ways of working
- Provide informal support to colleagues, volunteers and new staff where appropriate

Other Duties and Responsibilities

- To comply with the policies, procedures and guidelines of the organisation as detailed on Bright HR
- Promote organisational values: Connect, Change, Compassionate and Committed
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients, and act with efficiency to resolve any issues
- Work cooperatively with colleagues and encourage good teamwork
- Support the implementation of the organisation's business plan and strategies
- Be flexible and prepared to travel around the Borough of Dudley and Wolverhampton City as necessary to undertake required duties and provide cover as appropriate
- Promote the aims, principles, policies, interests and wellbeing of the Service and to protect its integrity and reputation
- Anything else as may be required from time to time by the Senior Leadership Team and/ or the Chief Executive, which are consistent with the job role

Signature of Post Holder:

Date:

January 2026