



JOB DESCRIPTION

JOB TITLE:	HR Manager - Employee Relations
DEPARTMENT:	Human Resources
REPORTS TO:	Human Resources Director
LOCATION:	Molineux
HOURS:	37.5 Hours Monday – Friday with flexibility around evenings and weekends depending on business needs
DATE:	27 March 2026

We are Wolves. English football's original innovators.

As a founding member of the Football League, we boast one of the richest histories in the beautiful game, shaping modern football while always staying true to our Old Gold roots.

A football club which represents a city built on grit and togetherness, and one that is defined by ambition; from pioneering floodlit football to succeeding at the highest levels of the English and European game.

Always looking forward and determined in the face of challenge, bright in spirit and unified by the bond between players, staff and supporters, while remaining humble and grounded in the values of our Wolverhampton community.

At Wolves, we honour the past, while seizing the future.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all colleagues and volunteers to share this commitment. This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children, young people and adults at risk

Job purpose

To lead the delivery of a proactive, expert Employee Relations service across all areas of the Club, managing complex and high-risk cases, advising senior stakeholders, and ensuring fair, consistent and legally compliant people practices. The role supports a high-performance culture by enabling effective decision-making, mitigating risk, and fostering a positive and inclusive working environment across both football and business operations.

Key responsibilities

Employee Relations

- 🔑 Responsible for Employee Relations (ER) and hands-on day-to-day ER activity for all sites and departments of Wolves FC.
- 🔑 Lead and take ownership of complex ER Cases - Responsible for delivering the case management of ER cases on a variety of matters, including complex and highly sensitive investigations, grievance, disciplinary, capability, absence, performance management, flexible working arrangements, up to and including tribunals and ACAS.
- 🔑 Conducting ER case meetings.
- 🔑 Manage all ER enquiries received from managers, employees, and key stakeholders.



- 🔑 Provide expert guidance and hands-on support to managers throughout team restructures and employee consultation processes, ensuring compliance with employment legislation, effective communication, and a fair, consistent employee experience.
- 🔑 Maintain expert knowledge of UK employment law, proactively monitoring legislative changes and translating these into clear, practical guidance to ensure compliance and best practice across the club.
- 🔑 Act as a trusted advisor, advising and upskilling managers, ensuring fairness and consistency in employee relations practices and strategies for managing line manager concerns and employee grievances.
- 🔑 Working closely with the wider people team and business leaders to deliver joined-up solutions that support club goals.

Policy Development

- 🔑 Review and develop HR policies for the club, ensuring that our policies and practices are progressive and aligned with current and upcoming changes in legislation to ensure ongoing compliance. Liaising with our internal policy development group and external legal partners where required.
- 🔑 Review and develop employment contracts and agreements in line with legislative and regulatory changes.
- 🔑 Ensure all touchpoints at the club are up to date with the latest policy, i.e., internal sites, internal documentation, external club sites, with the most up-to-date versions.
- 🔑 Create and deliver training sessions for managers on club policies and procedures, as well as any upcoming legislative changes, where appropriate.
- 🔑 Identify any risks to the Club from failure to adhere to policy or the impact of new policy on the Club's delivery and performance.
- 🔑 Support department leaders in developing appropriate risk assessments in compliance with health and safety and sexual harassment legislation, and ensuring regular evaluations of any risk mitigation strategies.

Casual Workforce

- 🔑 Lead audits of the casual worker population, identifying risks and opportunities, and delivering actionable recommendations to support effective workforce practices.
- 🔑 Safeguard the employment status of both casual and permanent colleagues, identifying potential risks and implementing appropriate mitigation plans.
- 🔑 Evaluate external operating models and identify opportunities to adapt and implement best practices within the Club.

Employee Wellbeing

- 🔑 Oversee and continuously improve the Club's Occupational Health referral process, ensuring a consistent, supportive and inclusive service for all colleagues.
- 🔑 Lead the management of employee welfare cases across the club, providing expert guidance to managers on supporting individuals, including the implementation of reasonable adjustments, to promote wellbeing, inclusion and a safe, supportive working environment.



General responsibilities

- 🛡️ Compliance with Club policies
- 🛡️ Compliance with the Club's health and safety procedures
- 🛡️ Compliance with the Club's safeguarding policies
- 🛡️ To promote the Club's values of progressive, humble, determined, bright and unified
- 🛡️ To work consistently to embed equality & diversity into the Club
- 🛡️ To undertake such other duties as may be reasonably expected
- 🛡️ To maintain professional conduct at all times

Equality, Diversity, and Inclusion

The post holder will demonstrate a strong commitment to equality, diversity, and inclusion, supporting the organisation's strategic aims to remove barriers and address inequality. You will play an active role in promoting an inclusive, discrimination-free environment that ensures fair access to opportunities and resources. This includes fostering a culture of dignity, respect, and belonging where everyone is empowered to contribute, perform, and reach their full potential.

Safeguarding Statement

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all those associated with WWFC to share this commitment. This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children, young people and adults at risk.

Key relationships

- 🛡️ Human Resources Director
 - 🛡️ Senior Human Resources Manager
 - 🛡️ Wider Human Resources Team
 - 🛡️ Head of Safeguarding
 - 🛡️ Safeguarding Senior Manager
 - 🛡️ Head of HR & Governance – Wolves Foundation
 - 🛡️ Heads of Departments
 - 🛡️ Line Managers across the Club
 - 🛡️ Internal Communications Partner
 - 🛡️ Legal Counsel
 - 🛡️ We Care, Team Lead
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PERSON SPECIFICATION

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

Essential

- 🛡️ An understanding of Safeguarding children, young people and adults at risk and wellbeing considerations.
- 🛡️ Extensive knowledge of UK employment law and ability to articulate the impact on the business when legislative changes are introduced.

Desirable

- 🛡️ An understanding of Safeguarding children, young people and adults at risk in a football or other sport or education setting.

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

Essential

- 🛡️ Excellent written and verbal communication and influencing skills.
- 🛡️ Strong commercial acumen.
- 🛡️ Ability to manage and balance risk.

Desirable

- 🛡️ Advanced in Microsoft Excel and spreadsheets

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

Essential

- 🛡️ Understanding of how to work safely with children, young people and adults at risk to uphold Safeguarding best practice.
- 🛡️ Able to work accurately under pressure, dealing with highly sensitive and confidential information due to the nature of the organisation, i.e. public figures/celebrities.
- 🛡️ Resilient and assertive with confidence in dealing with conflict and change.
- 🛡️ Real teamwork and collaboration mindset – a successful team ethos.
- 🛡️ People first mindset

Experience: proven record of experience in a particular field, profession or specialism.

Essential

- 🛡️ Proven track record of ER and Policy management within a complex organisation with a casual worker population or similar complexities around different types of employment/engagement agreements.
- 🛡️ Experience managing your own caseload/workload.
- 🛡️ Proven policy writing experience to support business growth.
- 🛡️ Experience managing highly sensitive and complex cases.
- 🛡️ Experience writing and delivering training sessions for managers and leaders.

Desirable

- 🛡️ Experience in HR/ER in a sporting or big brand/public brand environment.

Qualifications: the level of educational, professional and/or occupational training required



Essential

- 🏆 CIPD Level 7 qualified or CIPD Level 5 with equivalent experience in Employee Relations.

Desirable

- 🏆 Coaching and/or trainer/assessor qualifications