



Job Description

Post Title:	HR Officer
Accountable to:	Central Services Manager
Location:	Link One office Leamington, The role is office based, however there will be occasional travel required to meet with field staff and teams
Contract:	Permanent
Hours:	35

Main Purposes of the Job

To provide a human resources advisory support for line Managers and Staff within Life.

To work with the Central Services manager in developing human resources administrative and database systems.

To provide support and advice to managers and staff on all matters relating to Human Resources policies and procedures, required standards and legal obligations.

Key Achievement Areas:

To lead on HR issues and support managers and staff on the implementation of policies and procedures with the ability to intervene to ensure compliance.

Recruitment:

- To work with line managers in the recruitment of staff, ensuring that job descriptions and person specifications are up to date, coordinating advertising of vacancies, collating application packs and applications, reference checking and interviewing.
- To develop and maintain human resources recordkeeping systems, statistics and monitoring systems, including personnel files, annual leave, sick leave, timesheets, training records, staff turnover, and equal opportunities information.

- Ensuring that all recruitment administration is completed in a timely manner in conjunction with the appropriate line manager

Salaries/Payroll:

- Responsible for the co-ordination of the monthly payroll process with the Finance Assistant
- Manage the collation of payroll information and the production of monthly HR salary documentation to be used by the external payroll service
- Responsible for updated PeopleHR and the HR salary database pages
- Supervising the external payroll service and liaising with them on all staff matters
- Responsible for dealing with all salary queries from staff
- Co-ordinate the sending out of salary review letters and salary increase letters to all staff

Pension:

- To enrol all new starters to Life's pension scheme in line with process
- Manage and collate all pension information for staff
- To ensure Life is working in line with legislation as set out with the Works and Pension guidelines.

New Starters and Leavers:

- Ensure all new employees are sent out the relevant contracts and starter information and collating these within the internal HR systems
- Ensure all new staff have complete the appropriate level of DBS and collate the information within the internal HR Systems,
- Ensure all new employees have the appropriate IT tools to enable them work within the organisation.
- To ensure all staff have received their probationary reviews. Advising and supporting managers on any necessary action arising from performance or conduct issues and finding appropriate solutions.

Employee Welfare and Wellbeing:

- Oversee and manage all aspect of maternity, paternity, adoption, parental and unpaid leave and oversee re-integration on return from leave ensuring all necessary paperwork is completed and Heads of Department are kept fully updated
- Assist with a whole range of employee relation issues as and when they arise

- Having a thorough understanding of HR law in particular relating to contracts, terms and conditions, discrimination, maternity/paternity, dismissal processes, grievances etc.
- Dismissal, grievance and redundancy issues – assist with these processes as required and manage the administration.

Learning and Development:

- Ensure all new staff are set up with the on-line training course
- That all staff are sent relevant training reminders

Policies and Procedures:

- Knowledge and understanding of all the charities policies and procedures in order to provide advice and support to staff

HR Administration:

- Ensure that all staff personnel changes are documented and updated on PeopleHR
- Ensure that all HR filing and archiving of leaver files is up to date
- Respond to tenancy and employment reference requests
- Work alongside Manager in managed data contained in PeopleHR and IT HR platforms.
- Respond to all day-to-day enquiries by staff in a prompt efficient manner
- To conduct salary benchmarking research & surveys as required.

Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.

Work in accordance with the Data Protection Act 1998 and Life's Data Protection Policy.

Special Features of Job:

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

Safeguarding Children & Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must

ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

Personal responsibilities:

The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regard to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you

In addition, all managers and supervisors are expected to:

Value and recognise ideas and the contribution of all team members
 Coach individuals and teams to perform to the best of their ability
 Delegate work to develop individuals in their roles and realise their potential performance
 Provide support, feedback and guidance to all team members
 Encourage their team to achieve work/personal life balance.

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Post Title: HR Officer

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Leadership		
Ability to lead, inspire, motivate and develop staff at all levels	✓	
Skilled at building motivate teams committed to the vision mission and values of the Charity	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
Communication		
Strong presentational skills and ability to promote the Charity to a wide range of individuals	✓	
Good written and verbal communication skills	✓	
Experience of communicating effectively with clients and voluntary groups and other relevant bodies	✓	
Commitment to effectively developing a wide range of partnerships	✓	
Strategic Ability / Innovation		
Ability to develop and implement new quality and customer service initiatives to achieve continuous improvement.	✓	
Business Management/Service Delivery		
Experience in the delivery of quality “Life” services		✓

Business Management/Service Delivery	Essential (Tick)	Desirable (Tick)
A well-developed understanding of the dynamics of quality and customer services management within a similar organisation	✓	
Experience of budgetary responsibilities	✓	
Evidence of a participative approach, involving clients and staff in policy formulation	✓	
Knowledge and understand of performance-based management in a customer focused service organisation	✓	
Experience/Knowledge/Qualifications		
Educated to degree level or equivalent relevant profession qualification i.e. CIH, CIPD or Management	✓	
Proven track record as a proactive service manager in a care or social housing organisation		✓
Computer literate, with knowledge of MS Office	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
Personal Qualities		
A confident, independent and effective decision maker	✓	
Resilient and robust with a positive outlook.	✓	
Dynamic and energetic personality with a high degree of personal drive, with the ability of delivery results to tight deadlines and under pressure.	✓	
Ability to interpret relevant information, analyse complex data, review alternate solutions and come to speedy well-informed conclusions.		✓

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Personal Qualities		
Committed to the vision, mission and values of the Charity	✓	
Positive outlook with outgoing and approachable personality	✓	
Ability to work on own initiative, handling pressures of meeting targets and deadlines	✓	
Ability to motivate others and work as part of a team	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation		✓