



Job Description

Title:	HR Officer
Accountable to:	Head of Central Services
Responsible for:	Day to day HR function for the charity
Location:	Link One Office, Leamington Spa. The role is office based, however there will be occasional travel required to meet with field staff and teams
Contract Type:	Permanent
Working Hours:	Full Time – 35hrs per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Access to an Employee benefits platform

Main purposes of the job:

- To provide a human resources advisory support for line Managers and Staff within Life.
- To work with the Head of Central Services 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.
- To contribute to the Central Services Strategic Plan to ensure that all HR targets are set, driven forward and achieved in line with business need.
- 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.

Key achievement areas:

Recruitment

- 1) 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 applications, reference checking and interviewing
- 2) To develop and maintain HR record keeping systems, statistics and monitoring systems, including personnel files, annual leave, sick leave, timesheets, training records, staff turnover, and equal opportunities information.
- 3) Ensuring that all recruitment administration is completed in a timely manner in conjunction with the appropriate line manager
- 4) Ensure that the recruitment policy is adhere to at all times

Salaries/Payroll

- 1) Responsible for the co-ordination of the monthly payroll process
- 2) Manage the collation of payroll information and the production of monthly salary documentation to be used for monthly payroll service
- 3) Responsible for updating PeopleHR system and keeping staff information current
- 4) Responsible for dealing with all salary queries from all staff and line managers
- 5) Sending out of salary review and salary increase letters to all staff as and when advised

Pension

- 1) To enrol all new starters to Life's pension scheme in line with current processes
- 2) Manage and collate all pension information for staff
- 3) To ensure Life is working in line with legislation as set out with the Works and Pension guidelines.
- 4) Manage the 3 years auto enrolment requirement to ensure that we are compliant within the regulations as set out per the via the Pensions Act 2008 and the subsequent Pension Reform Act 2013.

New Starters and Leavers: (Onboarding New Starters and Off Boarding Leavers)

- 1) Ensure all new employees are sent out the relevant pre employment details and starter information and collating these within the internal HR systems
- 2) Ensure all new staff complete the appropriate level of DBS and collate the information within the internal HR Systems,
- 3) Ensure that all compliance checks on Right to Work documentation is checked and stored securely.
- 4) Ensure that Reference checks are completed and secured within People HR / Share drive for record purposes.
- 5) Ensure all new employees have the appropriate IT tools to enable them work within the organisation. Ensure that all leavers within the organisation return the items that were issued to them within the expected standard.
- 6) To monitor and ensure all staff have receive their probationary reviews. Advising and supporting managers on any necessary action arising from performance or conduct issues and finding appropriate solutions.
- 7) Should an employee be off boarded then you will be liaise with Line Manager to ensure that all processes are completed (Exit Interviews ,Outstanding annual leave payments etc)

Employee Welfare and Wellbeing

- 1) 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
- 2) Assist with a whole range of employee relation issues as and when they arise
- 3) Having a through understand of HR law in particularly relating to contracts, terms and conditions, discrimination, maternity/paternity, dismissal processes, grievances etc.
- 4) Dismissal, grievance and redundancy issues – assist with these processes as required and manage the administration.

Learning and Development

- 1) Ensure all new staff are set up on Life's online training platform, IHasco and all mandatory courses are allocated accordingly.
- 2) That all staff are sent relevant training reminders as and when required
- 3) Liaise with the PM Online Service Manager to monitor mandatory Safeguarding training inline with Life's Safeguarding policies.

Policies and Procedures

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

HR Administration

- 1) Ensure that all staff personnel changes are documented and updated on PeopleHR
- 2) Ensure that all HR filing and archiving of leaver files is up to date
- 3) Respond to employment reference requests
- 4) Manage data contained in PeopleHR and IT HR platforms.
- 5) Respond to all day-to-day enquires by staff in a prompt and efficient manner
- 6) To conduct salary benchmarking research & surveys as required.
- 7) 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.

Safeguarding Children & Adults at Risk of Harm:

- 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 adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements 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 seek clarification from your immediate line manager as a matter of urgency.

- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

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.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop 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 always maintain professional standards
- 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 will be expected to:

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

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 consultation with the post holder.

Post title: HR Officer

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Leadership		
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.	✓	
Strategic Ability / Innovation		
Ability to develop and implement new quality and customer service initiatives to achieve continuous improvement.	✓	
Ability to inspire, motivate and develop staff at all levels	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Educated to degree level or equivalent relevant profession qualification i.e. CIH, CIPD or Management	✓	
Computer literate, with knowledge of Microsoft Office 365 and other systems	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
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.	✓	
Communication		
Strong presentational skills and ability to promote the Charity to a wide range of individuals	✓	
Communicates effectively and openly at all levels	✓	
Excellent written and verbal communication skills	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	

Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

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