

## ROLE PROFILE

<b>Job Title:</b>	Human Resources Officer
<b>Based:</b>	The Stables, 1A Merchants Place, Reading RG1 1DT
<b>Hours:</b>	Part Time – 18-20 hours per week (minimum of 3 days)
<b>Contract:</b>	Permanent
<b>Reporting to:</b>	Human Resources Manager
<b>Remuneration:</b>	to £27,000 FTE, plus benefits
<b>Direct Reports:</b>	None (Day to day supervision of HR Volunteer/s)

### Job purpose:

The mission of the HR Officer is to provide high quality professional support to managers and employees on all HR-related matters. This will also include administration of HR processes that ensures the HR Department can fully support Launchpad Reading in achieving its broader organisational goals.

The post holder will deputise in the absence of the HR Manager and at all times be responsible for providing support to ensure that all systems and processes are relevant, efficient and up to date:

### Key tasks

#### Recruitment and selection

- Administration of all recruitment and selection campaigns, eg, drawing up advertising materials, proposing recruitment media and negotiating best possible rates, placing advertisements, answering applicant queries, distributing applications, ensuring applicants are logged and tracked appropriately throughout
- Support selection interviewing as required
- Administer testing for selection processes as required
- Produce employment contracts in line with authorised management requests and track receipt of all required documents to ensure compliance with employment legislation and Launchpad's policies and procedures
- Co-ordinate the calendar of organisational inductions, including administering the new starter process and ensuring that all starter and leaver information is accurate and timely
- Equal opportunities data collection and monitoring

## **Employee relations**

- Work with the Human Resources Manager to guide and support managers and employees, through all aspects of the employee life cycle in accordance with the consistent application of Launchpad policies and procedures and compliance with employment law and best practice
- Provide all HR-related administration
- Assist managers in the management of HR related concerns, advising on solutions and assisting with their implementation, answering queries verbally and in writing
- Respond to queries from employees and third parties
- Conduct exit interviews
- Co-ordination of grievance and disciplinary processes
- Co-ordinate the preparation of occupational health referrals

## **Pay and benefits**

- Liaise with Finance colleagues to ensure the integrity of the HR and Payroll systems
- Pensions – administration & involvement in periodic review and management of autoenrolment requirements
- Life Assurance – administration & periodic review
- Assist the Human Resources Manager in identifying and proposing alternative benefits for potential adoption, carrying out appropriate research

## **Performance management and staff development**

- Co-ordinate the annual planning and review process (PDP) for staff across Launchpad Reading, including monitoring return of forms and reporting on this
- Compile an annual training needs analysis for Launchpad Reading based on data collated from annual planning and review forms
- Co-ordinate logistics for training, including:
  - Receiving training request forms from staff
  - Assisting with identifying and booking suitable providers
  - Identifying and agreeing dates with providers and employees
  - Organising resources to support training events
  - Providing refreshments during training events
  - Acting as a point of contact between external training providers and staff
  - Collection and analysis of training evaluation data

## **Systems and reporting**

- Provide management information reports relating to HR for example absence data, staff lists, payroll costs, etc.
- Work on requests for information, ensuring timely and accurate responses are provided.
- Data entry and management for Launchpad Reading's HR records
- Ensure HR tracking processes are relevant, up-to-date and accurate

- Maintain and update the HR sections of the Launchpad Reading website
- Maintain employee files and records in electronic and paper form to ensure documents and information are retained and up-to-date

### **General**

- Work to strict confidentiality standards at all times
- Assist with development and implementation of HR policies and procedures
- Maintain and update HR sections of Launchpad Reading's website
- Carry out Health & Safety audits and risk assessments, generally within the office but also incorporating the effect of pregnancy on employee's continued health when performing their roles
- Act as first point of contact for HR mailbox
- Day-to-day support and answering queries from staff
- Take responsibility for administration of all matters throughout the employment life cycle
- Liaise with IT Support & Office Co-ordinator to ensure IT, phone & equipment needs are clear for all new starters
- Support the development and implementation of HR initiatives and systems
- Assist and deputise for the HR Manager as required
- Day-to-day supervision of HR Volunteer/s
- Organise ID badges for staff, including taking photos for passes and removing leavers' photos from intranet
- Arrange purchase of specialised Office furniture & equipment
- Manage the cards and gifts process for birthdays and leavers
- Observe and work within Launchpad's Values of Respect, Empower, Integrity and Influence
- Operate within the framework of policies and procedures within Launchpad
- Be prepared to work flexible hours according to priorities and need

## **PERSON PROFILE – HUMAN RESOURCES OFFICER**

### **Education, Qualifications and Training**

- CIPD Level 5 certification or equivalent - Essential
- Ideally degree level education, especially in HR / Business Administration or similar - Desirable

### **Knowledge, Skills and Behaviours**

- Excellent interpersonal skills – Essential
- Ability to work collaboratively as part of a small team – Essential
- Excellent written and verbal communication skills – Essential

- Proven high standard of numeracy – Essential
- Strong organising and problem solving skills – Essential
- Ability and commitment to dealing sensitively with confidential material – Essential
- Strong attention to detail – Essential
- Solid up-to-date knowledge of employment legislation at a level appropriate to the role – Essential
- Excellent IT skills specifically MS Office; particularly Word, Excel and Outlook – Essential
- Keen recognition of the importance of databases and their role in providing accurate management information – Essential
- Proven ability to work on own initiative and prioritise effectively, achieving results against deadlines – Essential
- Able to form and maintain effective working relationships with colleagues, service providers and other third parties – Essential
- Highly enthusiastic and self-motivated with a ‘can do’ attitude and determination to understand and overcome challenges – Essential
- Excellent organisation and communication skills, with a good foundation in HR theory – Essential
- Able to multitask and deal with a range of different priorities – self-organisation and communication are key to the success of this role – Essential
- Able to streamline and improve operational processes – Desirable
- Negotiating skills - Desirable

## **Experience**

- Proven experience as an HR Generalist
- Working in a fast-paced HR team, providing first level advice on HR policies and procedures, employment law and employee relations issues.
- Co-ordinating and administering end-to-end recruitment and selection processes – Essential
- Compiling and generating reports on HR data – Essential
- Providing first-line day-to-day HR support to staff and managers – Essential
- Providing effective administration across the full remit of HR tasks – Essential
- Co-ordinating and supporting grievance and disciplinary proceedings – Essential
- Co-ordinating training activities – Essential
- Exposure to HRMIS, ideally Sage 50 Payroll– Desirable??? What does this mean? We use Sage 50 Payroll
- Principles of Health & Safety – Desirable
- Devising and delivering occasional HR-related training – Desirable
- Supervisory experience – Desirable