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Job Title: Human Resources Officer

Team: Human Resources

Reporting to: HR Business Partner

Job purpose: To provide support, advice and guidance to Society colleagues. Whilst providing effective and efficient administrative support within the human resources team.

#### Key responsibilities

- Responsible for the smooth running of the recruitment and selection process including, publishing vacancies, processing applications, coordinating interviews, and issuing job offer paperwork.
- Provide guidance and support to employees and managers on a variety of people policy areas, such as family friendly, flexible working, flexitime and other policy queries ensuring that the advice is fair, consistent and in line with our policies and processes.
- As required provide first line support with investigations, discipline and grievance cases ensuring all are handled fairly and consistently in line with policy and legislation.
- Responsibility for improving processes including review and liaising with service providers and key internal contacts as necessary.
- Organise relevant training and facilitate training sessions.
- Accountable for absence management process including handling enquiries, data capture and reporting, liaising with managers, and organising Occupational Health appointments.
- Responsible for processing monthly orders in relation to employee benefits.
- Responsible for the employee leaver process, including carrying out exit interviews.
- Assist with project work in line with our People Strategy.
- To carry out any other reasonable duties that may be expected by the HR Business Partner.

Date - 19 March 2024

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	Essential	Desirable
Qualifications & training		<ul style="list-style-type: none"> <li>• CIPD qualified</li> <li>• Degree or HND/HNC in a HR or related discipline</li> </ul>
Work experience	<ul style="list-style-type: none"> <li>• Experience working as a generalist within a busy operational environment</li> <li>• Experience of managing and delivery projects</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with cloud-based HR solutions</li> <li>• Experience of providing first line support for employee relations cases</li> </ul>
Knowledge & skills	<ul style="list-style-type: none"> <li>• A clear understanding of UK employment legislation surrounding all HR activities</li> <li>• Knowledge of lifecycle HR processes and procedures from on-boarding to off-boarding</li> <li>• Computer literate – proficient in the use of Microsoft Suite</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the operation of a flexi time system</li> <li>• An understanding of absence management process including early intervention</li> </ul>
Competencies & values	<ul style="list-style-type: none"> <li>• Excellent organisation and time management skills are required</li> <li>• The ability to deliver to tight deadlines is a requirement of the role</li> <li>• Strong communication and interpersonal skills</li> <li>• Ability to quickly establish credibility with both management and employees is crucial</li> </ul>	<ul style="list-style-type: none"> <li>• Creative approach with a passion for problem-solving and pursuing new ideas and initiatives</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Ability to deal with confidential information</li> </ul>	<ul style="list-style-type: none"> <li>• Able to be resilient as the nature of the work that</li> </ul>

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and deal with number of  
situations in a sensitive  
manner

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the HR department  
carries out can be heavily  
scrutinised

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