

Job Title:	HR Assistant
Salary:	£23,000
Hours:	35 hours per week
Responsible to:	Head of HR and Resources (subject to change)

Summary

Reporting to the Head of HR and Resources, the post-holder will support with the delivery of high quality and efficient recruitment and HR functions across the organisation, including a focus on the following areas:

- Work with other HR colleagues and managers to ensure timely and effective management of personnel issues
- Coordinate and work on recruitment outreach projects to diversify streams and source new employees and workers
- Provide a high level of support and administration to the Head of HR and Resources and the rest of the HR team, including UKIED re-accreditation

This role is in the Central Service which covers recruitment, HR, volunteers, communications, finance, building project work, premises, IT, reception and cleaning. The HR team is currently made up of the Head of HR, the HR Officer and the HR Coordinator.

Main Duties and Responsibilities

Personnel Case Work

- Taking responsibility for the internal ER tracker, keeping it updated and preparing for weekly HR team catch ups
- Facilitating the ER process, ensuring next steps are taken either in person or delegating responsibilities, adhering and advising on best practice, Centre 404 policy and employment law
- Liaising with internal stakeholders across the organisation (support workers, line managers, senior management, service heads, etc.) and building positive relationships
- Seeing ER cases through to completion through active participation or delegation, including investigations, disciplinary hearings, bank worker formal meetings, etc.
- Representing the Central Service and HR team in the best possible way in terms of communication, professionalism and values
- Using and creating templates to produce all relevant documentation including invitation and outcome letters and emails, notes and minutes, summaries, etc.

Recruitment and Outreach

- Coordinating outreach projects and ventures which include but are not limited to university fairs, flyering, community advertising, and return to work events.
- Attending the Recruitment Working Group as a key player, contributing to the agenda and actioning items, with a key area of expertise being outreach
- Set up a calendar of outreach events, organising in advance the participants, goals and recording outcomes
- Preparing reports and managing trackers to show an accurate picture of outreach and recruitment activity, setting and working towards targets as agreed
- Managing a portfolio of marketing material, leading on development and production and ensuring stock and use is sufficient

- Building positive, fruitful and long-lasting relationships with community and other outreach project stakeholders

Support and Administration

- Provide administrative support to the Head of HR and Resources as and when required, including but not limited to email support, taking accurate messages, diary management, invoicing and work-related errands and tasks
- Work with and support the rest of the HR and Central teams with administrative and collaborative items such as minute taking, paperwork preparation, cover, etc.
- Work towards Central team goals of improving our filing systems including scanning and filing paper documents, organising server drives and folders, archiving, etc
- Support compliance and regulatory framework-based activities across the Central team and HR function
- Work with the HR Coordinator on Staff Engagement activities
- Participate and be a key player in our UKIED reaccreditation working group, coordinating and providing administrative support

Other

- Assist with maintaining and updating relevant admin and data systems as required
- Provide support to the Central Team in the preparation of and attendance at events and activities some of which may take place in the evenings or at weekends (for which TOIL will be offered)
- Take an active part in own learning and development as agreed with line manager

General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404's Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere and sign up to the Social Care Commitment and be committed to values which promote dignity in care.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Participate in the on call rota for the Housing service.

- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification

(E) Essential requirements (D) Desirable requirements

Qualifications	Good general education including 5 GCSE at grades A-C or equivalent	E
	Hold a graduate qualification or equivalent or be able to demonstrate substantial training and experience in a similar role	E
	Hold a nationally recognised professional qualification in a relevant area i.e. CIPD	D
Knowledge and experience	Knowledge and/or experience of recruitment processes and relevant employment legislation	E
	Experience of shortlisting and interviewing job applicants	E
	Good working knowledge of employment legislation and HR/personnel policy and practice	E
	Experience of conducting and taking minutes at personnel meetings, including investigation and/or disciplinary meetings	D
	Experience of delivering training and/or presentations to colleagues or other professionals	D
	Experience of supervising or managing other colleagues and/or volunteers	D
	Commitment to concepts of inclusion and diversity and ability to handle confidential and sensitive information appropriately	E
	Experience of working in charitable activities similar to those provided by Centre 404	D
Skills, abilities and attributes	Positive and enthusiastic with the ability to develop and implement ideas strategies with success	E
	Ability to work on your own initiative to manage workload and deadlines, and to work collaboratively with colleagues to achieve organisational and team objectives	E
	Solutions focused with proven organisational and administration skills and the ability to prioritise a varied workload	E
	Confident and approachable with the ability to handle HR and personnel queries from colleagues and managers sensitively and constructively	E
	Ability to interpret and follow personnel policies and employment legislation when making decisions and giving advice	E
	Ability to form effective relationships with colleagues, trustees, funders, volunteers and other stakeholders and maintain high levels of discretion and professional boundaries	E

	Excellent written and verbal communication skills with the ability to produce and summarise information for minutes, reports and presentations	E
	Good IT skills with working knowledge of Microsoft Office and data collection & management systems, and the ability to present information in a variety of clear and accessible formats	E
	Adaptable, flexible and able to attend meetings and events that take place in the evenings and at weekends for which time off in lieu can be taken	E