

# Job description

## HR Officer



**Reports to:** Head of HR

**Direct reports:** None

### The Role

The HR Officer is responsible for undertaking a range of administrative tasks that support the HR team and the business including: recruitment of employees and self-employed contractors, payroll administration, general HR, arrangements for new joiners and training and development.

This is a very varied and busy role and requires someone who is a natural team player with a can-do attitude and good organisational skills. The post holder will have strong communication skills in person, on the telephone and by email, and will be flexible and enjoy working on a number of different tasks. An ability to pay close attention to detail is also important as well as maintaining confidentiality.

### Key Tasks

<b>Recruitment (Employees and self-employed contractors)</b>	
O	To assist the Head of HR with the delivery of recruitment campaigns in accordance with the Safer Recruitment policy & procedure and best practice, to include: <ul style="list-style-type: none"> <li>• Placing adverts on external websites (i.e. jobsgopublic, charity jobs) and ensuring vacancies are taken down at closing date. Liaise with the Communications and Marketing team to ensure jobs are placed on PACT's website and removed at closing date. Circulate internal vacancies.</li> <li>• Processing requests from potential applicants for further information</li> <li>• Dealing with general enquiries from applicants</li> <li>• Logging and acknowledging receipt of applications</li> <li>• Sending applications to shortlisting panel on the closing date</li> </ul>
O	In liaison with the hiring manager, to prepare interview schedules and send out invitations to candidates for interview and chase responses as necessary
O	To assist with arrangements for interviews, i.e. booking rooms and to oversee any assessment exercises on the day
O	To ensure the interviewing panel have all the relevant paperwork and to attend interviews as the HR representative as appropriate (for instance for self-employed contractor recruitment).
O	To prepare offer letters and contracts of employment for new joiners
O	To monitor and evaluate recruitment campaigns (applicant numbers, sources etc.)
O	To produce equal opportunities monitoring reports
<b>Pre-employment checks</b>	
O	To take up references for new starters and chase responses and undertake telephone

	reference checks for references. To forward references received to hiring manager for final approval
<input type="radio"/>	To set up HR files for new starters and log details on relevant spreadsheets, including the single central record.
<input type="radio"/>	To set up mandatory training for new starters. To review completion of training on a monthly basis and send updated reports to line managers
<input type="radio"/>	To prepare confirmation of start date letters
<input type="radio"/>	To carry out first day induction for new joiners
<input type="radio"/>	To arrange ID badges/business cards/name badges for new starters
<b>Learning &amp; Development</b>	
<input type="radio"/>	To support the Head of HR with arrangements for delivery of training events. This includes finalising dates/availability, booking rooms and equipment, sending invites to attendees, finalising handouts and delegates list, collating evaluation forms etc.
<input type="radio"/>	To maintain the central record of employee training records and record expenditure commitment against budget
<input type="radio"/>	To research appropriate solutions to meet specific training needs
<input type="radio"/>	To ensure that safeguarding training is delivered in accordance with the safeguarding training matrix.
<input type="radio"/>	To collate individual development needs from annual appraisals
<input type="radio"/>	To be the point of contact on the day for the trainer, ensuring that the event runs smoothly
<input type="radio"/>	To send out training information to staff, contractors and monitor replies.
<input type="radio"/>	To produce training certificates.
<input type="radio"/>	To collate training paperwork such as feedback and certificates
<input type="radio"/>	To support the Head of HR with the production of an annual training programme
<b>General</b>	
<input type="radio"/>	To arrange meetings and book meeting rooms as required
<input type="radio"/>	To note take in meetings, recruitment and exit interviews, as appropriate
<input type="radio"/>	To monitor the PACT_HR email inbox and reply promptly to enquiries
<input type="radio"/>	To administer the annual staff survey and prepare summary reports for the Head of HR
<input type="radio"/>	To support the Head of HR with the administration of the annual appraisal cycle in conjunction with the Executive Assistant to the CEO
<input type="radio"/>	To calculate annual leave entitlements and prepare annual leave cards on an annual basis and when people join/leave. To administer the buying and selling annual leave

	scheme
<input type="checkbox"/>	To support the Head of HR with the production of HR monitoring reports for Committee, for instance on sickness, exit interviews, turnover etc.
<input type="checkbox"/>	To support the Head of HR with the production of quarterly sickness absence reports for managers
<input type="checkbox"/>	To acknowledge resignation letters and make arrangements for exit interviews
<input type="checkbox"/>	To buddy HR volunteers
<input type="checkbox"/>	To support the regular audit of files to ensure these satisfy Ofsted and safeguarding requirements
<input type="checkbox"/>	To ensure that electronic and paper records are held in accordance with PACT's record retention policy and arrange for records to be archived off site as needed

### Person specification

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<b>Essential Attributes</b>	
<input type="checkbox"/>	Good IT Skills, particularly in the use of MS Word, Excel and Outlook
<input type="checkbox"/>	Excellent organisation skills with the ability to plan and prioritise, and manage a varied workload to deadlines
<input type="checkbox"/>	Good interpersonal skills, the ability to develop positive working relationships with team members, as well as cross team working and external stakeholders
<input type="checkbox"/>	Good communication skills, with high attention to detail
<input type="checkbox"/>	Ability to maintain confidentiality at all times and demonstrate tact and discretion when needed
<input type="checkbox"/>	Flexible and adaptable
<input type="checkbox"/>	A 'can do' attitude with positive approach to customer service
<input type="checkbox"/>	Experience of working in a customer facing role
<input type="checkbox"/>	Experience of working in a team providing administrative support
<input type="checkbox"/>	Willingness to continue or commence studies towards CIPD qualification

<b>Desirable Attributes</b>	
<input type="checkbox"/>	Ability to identify better ways of doing things and offer solutions
<input type="checkbox"/>	Experience of participating in recruitment and selection interviews
<input type="checkbox"/>	CIPD Qualification foundation level