

## Job Description

<b>Job Title:</b>	Support Services (HR) Officer
<b>Reports to:</b>	Support Services Team Lead
<b>Location:</b>	DCT Offices
<b>Hours:</b>	0.5 FTE (18 hours 8 minutes /week)
<b>Salary:</b>	£19,478 fte (actual salary £9,739)

## Job Purpose:

To provide Support to The Executive Team in all aspects of HR Management  
 To take a lead role in the management of the charity's Membership,  
 To co-ordinate and deliver friendly, efficient and effective customer and administration support, advising, reporting and assisting as and when required.

## Principle Duties and Responsibilities:

### Support for the HR function

- Providing admin support for the Director of Resources who has overall responsibility for HR, and to other line managers, including:
  - Recruitment - placing adverts, receiving applications, arranging interviews
  - Maintaining HR records, including updating personal information and maintaining absence records
  - Support the process of policies and practices review cycle, including Board approval and ensuring staff are aware of new policies
- Working with the Director of Resources, deliver an HR strategy for the organisation.
- Liaise with the organisation's external employment lawyers, ensuring they are updated on emerging and on-going issues as appropriate.
- Co-ordinate the appraisal system and induction of new staff, ensuring identified training needs are met.
- Support staff recruitment, including helping to develop job descriptions and person specifications, preparing & placing job adverts, checking application forms, scheduling interviews, administering systems & developing related documentation, , DBS checks etc.
- Maintain all employee records in line with Data Protection legislation.
- Undertake all aspects of HR administration, including monitoring & recording annual leave/sickness absence, contracts of employment/variation to terms and conditions, appraisal, training etc.
- Ensure that the Staff Handbook is kept fully updated

### Membership Management

- The post holder is primary contact for all paying members of DCT and is responsible for the renewal process including:
  - Contacting the members to advise of renewal
  - Communicating with the Finance Team requests for invoices and ensuring the finance Team has received payments and,
  - Once payment has been made, sending out the membership package to members.

- Regular communication with all members informing of offers and updating through newsletters etc.
- Work with all members of the team to collate information required for publications

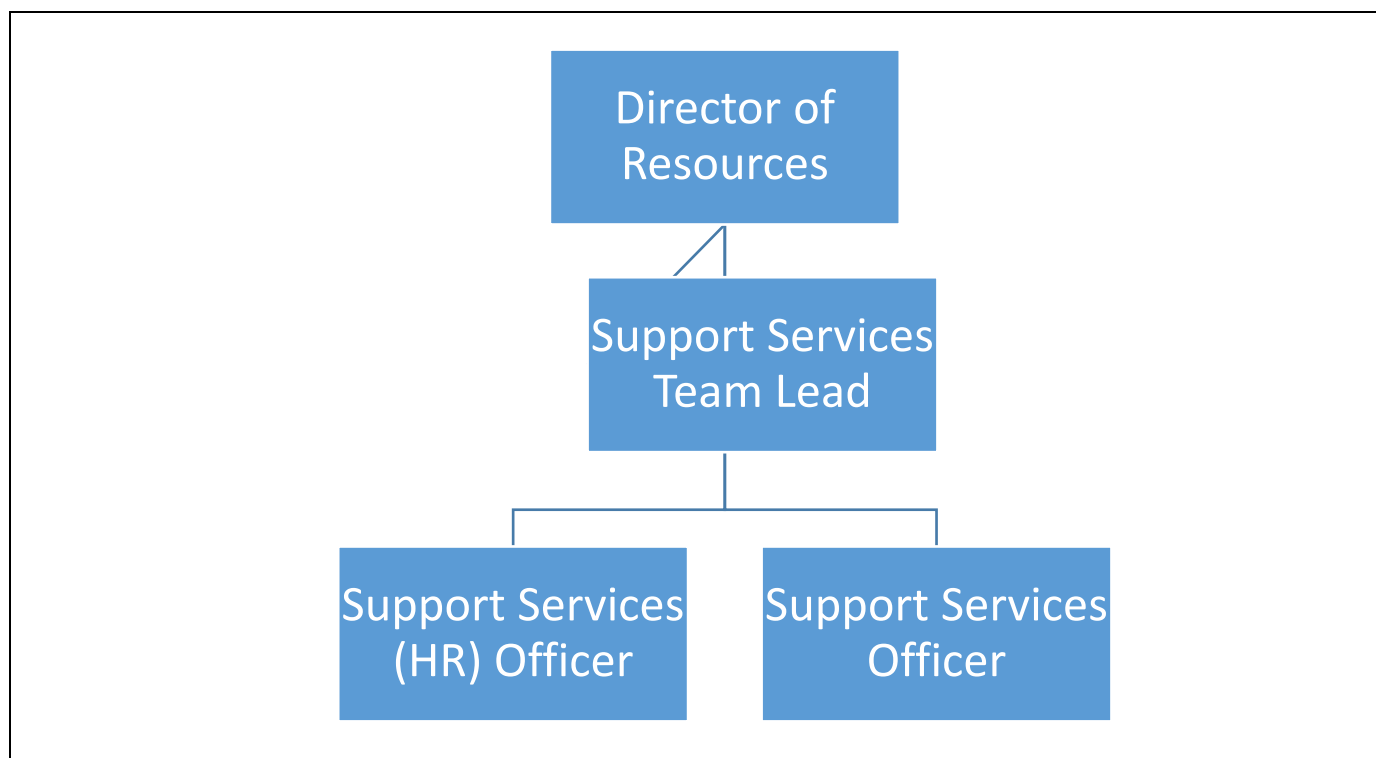
### **Administration Support**

- Provide administrative support to the Board, Executive Team and staff of Devon Communities Together.
- Prepare reports, committee papers, letters, presentations, training/ marketing materials etc. to the agreed timescales and in accordance with Devon Communities Together's quality standards.
- When necessary, deputise for the Support Services Team Lead.
- Provide training for staff in the use of the photocopier, franking machine and any other office equipment
- Assist to Organise/attend internal or external meetings, taking and producing minutes and making travel arrangements.
- Share in the induction of new staff in relation to administration processes, procedures and the use of office equipment.
- Post holder will be expected to support the Support Services Team Lead for all IT or office issues liaising with the IT support company and all other support contacts.

### **Other duties**

- Carry out any other duties as reasonably requested by the Executive Team or other colleagues.
- Undertake training where appropriate
- Ensure that equal opportunities and an anti-discrimination approach are incorporated into all aspects of the post-holder's work.
- Ensure that all work is undertaken within DCT's existing policies, procedures and guidelines

## Structure Chart:



## Person Specification:

Attribute	Essential	Desirable	Method of Assessment
<b>Management</b>	<ul style="list-style-type: none"> <li>• Be capable of managing a wide variety of tasks within set timescales and meeting deadlines and organising their own day to day activities</li> <li>• Ability to identify work to undertake remotely and independently</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a busy office or similar setting</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of the charity sector,</li> </ul>	

	<p>with a strong customer-service approach</p> <ul style="list-style-type: none"> <li>• Experience of undertaking HR administration, or similar</li> <li>• Experience of using Work Documents, databases and PowerPoints</li> </ul>	<p>either in or outside of work</p> <ul style="list-style-type: none"> <li>• Experience of supporting a membership organisation</li> </ul>	
<b>Practical Skills</b>	<ul style="list-style-type: none"> <li>• Highly organised and efficient approach to work</li> <li>• Able to multi-task and respond positively to competing workloads</li> <li>• Good interpersonal skills and a confident and professional telephone manner</li> <li>• Excellent current ICT skills including Word, Excel &amp; Outlook</li> <li>• Ability to word process &amp; input data accurately &amp; quickly</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to take and produce minutes of meetings</li> </ul>	
<b>Strategic Thinking</b>	<ul style="list-style-type: none"> <li>• Be innovative with regards to problem solving particularly in regards to customer service and going beyond the customers expectation</li> </ul>		
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's (or equivalent) at grade C or above, including English &amp; Maths</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD Level 3</li> </ul>	
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>• Confident &amp; proficient in the use of Word, Excel, PowerPoint and Outlook, with excellent ICT problem solving skills</li> <li>• Ability to word process/input data quickly and accurately</li> <li>• Provision of support to managers &amp; staff on a range of personnel issues,</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of the Charity sector, either in our outside of work</li> <li>• Understanding of HR administration</li> <li>• Experience in a professional HR role</li> </ul>	

	<p>including performance management</p> <p>←</p>		
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Integrity and absolute discretion</li> <li>• Tactful and sensitive to others</li> <li>• Flexible approach to problem solving, and willing to learn</li> <li>• Ability to manage own workload</li> <li>• Ability to work independently and as part of a team</li> <li>• Able to relate well to a wide range of people from a variety of different settings and organisations, with a friendly and welcoming approach</li> <li>• Able to show commitment to our aims</li> </ul>		
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Sound understanding of and commitment to the principles of equality &amp; diversity</li> </ul>		