**Job Description**

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| **Job Title:** | Support Services (HR) Officer |
| **Reports to:** | Support Services Team Lead |
| **Location:** | DCT Offices (currently Exeter) and/or from home, to be decided |
| **Hours:** | 0.5 FTE (18 hours 8 minutes /week) |
| **Salary:** | £19,868 fte (actual salary £9,934) |

**Job Purpose:**

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| To provide Support to The Executive Team in all aspects of HR ManagementTo co-ordinate and deliver friendly, efficient and effective customer and administration support, advising, reporting and assisting as and when required. |

**Principle Duties and Responsibilities:**

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| **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

**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.
* Support team members to ensure DCT membership database is kept accurate and up to date, this could include:
* 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

**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
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**Structure Chart:**

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**Person Specification:**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Management** | * Capable of managing a wide variety of tasks within set timescales and meeting deadlines and organising own workload
* Ability to work remotely and independently and manage own time
 |  | Application Form and Interview |
| **Experience** | * Experience in a busy office or similar setting with a strong customer-service approach
* Experience of undertaking HR administration, or similar
 | * Experience of the charity sector, either in or outside of work
* Experience of supporting a membership organisation
 | Application Form and Interview |
| **Practical Skills** | * Able to multi-task and respond positively to competing workloads
* Good interpersonal skills and a confident and professional telephone manner
* Ability to word process & input data accurately & quickly
 | * Ability to take and produce minutes of meetings
 | Application Form and Interview |
| **Strategic Thinking** | * Innovative with regards to problem solving, and willingness to learn
 |  | Application Form and Interview |
| **Education and Training** | * 5 GCSE’s (or equivalent) at grade C or above, including English & Maths
 | * HR qualifications such as CIPD Level 3 or above
 | Application Form and Interview |
| **Specialist Knowledge** | * Confident & proficient in the use of Word, Excel, PowerPoint Outlook, and databases, with excellent ICT problem solving skills
* Able to support managers & staff on a range of personnel issues, including performance management
* Understanding of HR administration, including recruitment
 | * Experience of the Charity sector, either in our outside of work
* Experience in a professional HR role

  | Application Form and Interview |
| **Personal Attributes** | * Integrity and absolute discretion, with tact and sensitivity to others
* Ability to work independently and as part of a team
* Able to relate well to a wide range of people from a variety of different settings and organisations, with a friendly and welcoming approach
* Able to show commitment to our aims
 |  | Application Form and Interview |
| **Equal Opportunities** | * Sound understanding of and commitment to the principles of equality & diversity
 |  | Application Form and Interview |