

JOB DESCRIPTION

Role : HR Officer

Location: Balham, London

Contract: 3 month temporary with opportunity to go permanent

Hours: Full time, 37 hours a week, 9-5pm

Reports to: Head of HR

MAIN PURPOSE AND SCOPE OF THE JOB

To represent the HR department and facilitate all HR processes providing a comprehensive and confidential service. Supporting the Head of HR in all areas and to provide the continuous improvement of SignHealth's HR Service.

DUTIES AND KEY RESPONSIBILITIES

Cascade HR Database

- 1) Take the lead to ensure HR provides the correct information to payroll via Cascade, and that the data on Cascade is clean/up to date.
- 2) Building customised reports for Head of HR, SMT as requested.
- 3) Setting up new staff accounts, creating working calendars, job posts, systems lists, profiles and roles where appropriate.
- 4) Providing information for government surveys.
- 5) Training administrators and line managers to use Cascade
- 6) Tailor making Cascade for SignHealth where appropriate with editable screens and fields.

HR Administration Service

- 7) To ensure the delivery of excellent day to day HR support to SignHealth Managers and employees.
- 8) Employment contract administration: preparing contracts for new starters, contract changes, extensions and keeping accurate records on Cascade.
- 9) Administration of leavers including and carrying out exit interviews if necessary.
- 10) Provide a comprehensive HR administrative service including; maternity, holidays with tenants, references, probationary period and long service awards.
- 11) Respond to internal and external HR related queries.

- 12) Assisting with development of HR processes to achieve maximum efficiency.
- 13) Helping the Head of HR to arrange and conduct HR training sessions with management teams.
- 14) Arrange the company mentoring scheme, including monitoring all applications, being a part of the matching process and conducting regular checks throughout the mentoring period.
- 15) Liaising with payroll of any changes to ensure payroll is correct
- 16) Be the lead for ensuring all policies and forms are on the share server and are moved onto Share point during 2019.

Recruitment & Selection

- 17) Take the lead to ensure HR supports managers' recruitment activities.
- 18) Manage the process of recruitment campaigns including advertising, collating applications, corresponding with candidates/agencies, assisting Project Manager's/Head of HR with shorting listing, all recruitment correspondence.
- 19) Writing or up-dating job descriptions
- 20) Applying for employment references.
- 21) Ensuring managers have checked new starters have the right to work in the UK
- 22) Managing the induction process for all new starters at Head Office including carrying out the HR element of the inductions
- 23) HR representative at interviews if required.

Absence

- 24) Encouraging Managers to ensure that all sickness and absence is recorded correctly on Cascade.
- 25) Monitoring Sickness Absence:
 - Communication with Managers directly regarding the less serious absence cases
 - Liaising with Payroll Manager to ensure the Absence Policy is adhered to and sending out letters to staff as necessary.

SignHealth DBS Process

- 26) Point of contact for all queries for staff, Projects Managers and Universal Care and fast track service.
- 27) Running monthly status reports for each project and notifying site when DBS are due to expire.

- 28) Checking and sending forms to Universal Care/fast track service
- 29) Entering DBS information onto Cascade (or checking managers have done this)

Employee Relations

- 30) Encouraging SignHealth managers to take responsibility for people management in line with professional HR advice.
- 31) Together with the Head of HR, ensure that SignHealth's policies, procedures and practice are up to date and in line with best practice people management.
- 32) Advise managers on first level performance, grievance and disciplinary cases and taking part in stage 1 disciplinary/grievance cases with Managers if required

HR metrics

- 33) Introduce a monthly report for line managers based on their requirements
- 34) Carry out staff survey's as required
- 35) Assist the Head of HR to carry out a salary survey to benchmark SignHealth salaries.
- 36) Carry out monitoring reports on for protected characteristics as required

Deaf Intern Scheme

- 37) Recruitment and administration of the scheme.

Operations Administration

- 38) To support the Director of Operations and the Operations Manager with administration tasks, organisation of events and record keeping.
- 39) To maintain the National Minimum Database website to ensure compliance and monitor training schedules
- 40) To support the Registered Managers and staff teams with queries and monitoring relating to training
- 41) To manage the administration of Operations events such as Quarterly Managers meetings
- 42) The administration of key contracts and Housing agreements
- 43) Support the operations manager with the administration of Health and Safety compliance
- 44) Be the first point of contact for enquiries
- 45) Housekeeping responsibilities for the operational files
- 46) Support the operations manager and governance and performance manager with Policies and Procedures

General

The post holder will be expected to:

- Assist with covering reception/answering phones along with other staff
- Maintain up-to-date knowledge of recent legislation, and procedures in relation to Human Resources (continuing professional development)
- To have responsibility for the Health safety and welfare of others and to comply with the health and safety policy and procedures of the organisation. Failure to comply with health and safety could be a disciplinary matter.
- Responsible to ensure that legal obligations regarding information which is processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and the new changes required by GDPR and Security and Confidentiality Policies
- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties

NOTE : This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

PERSON SPECIFICATION

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| 3 Years HR Admin experience (minimum) | Essential |
| 4 Years office experience | Essential |
| CIPD Qualification (Level 3 minimum) | Essential |
| Strong communication skills, verbal and written | Essential |
| High attention to detail | Essential |
| Organisational skills | Essential |
| Innovative and problem solver | Essential |
| Methodical approach | Essential |
| Proactive approach and self motivated | Essential |
| HR Database experience | Essential |
| Excel | Essential |
| Degree | Desirable |
| BSL experience/ Willing to undertake BSL L1 | Desirable |
| Deaf Awareness | Desirable |
| Team player | Essential |