

## Job Description

Title: HR Officer

Department: HR

Reporting to: Director

Office Base: Cardiff

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### **Purpose:**

The HR Officer will be responsible for the delivery of an efficient and effective HR function. The role has responsibility for ensuring that all HR issues are dealt with promptly and effectively. As well as ensuring that ASC is kept up to date with current HR practice and legislation.

The HR Officer will support the Director and the Management Team in their roles and will make a meaningful contribution to the organisations Strategic and Operational Planning Activities.

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### **Main Duties and Responsibilities:**

1. Provide an effective and comprehensive HR Service to support the organisations strategic objectives.
2. Provide advice on all HR and employment matters to the Managers, Board and Director.
3. Provide knowledge, expertise, risk analysis and recommendations concerning Employment Law.
4. Ensure that there are appropriate policies, procedures and systems in place, and conduct an ongoing review and development process of the same to guarantee all remain in compliance with legislation and good practice.
5. Advise, Coach and Support the Management Team to foster excellent communication and a supportive culture within the Charity.
6. Ensure that there is a mechanism in place to facilitate effective consultation and communication with staff.
7. Work with the Director to promote a performance management culture throughout the organisation.
8. Ensure that there are robust Performance Management Processes in place across the organisation and that any skills training or mentoring that may be required are provided to staff at all levels.
9. Promote a culture of continuous improvement by identifying and implementing opportunities that will benefit ASC.
10. Attend relevant training courses as required by Management.
11. Take minutes for HR related meetings as required.
12. Draft appropriate correspondence relating to HR as is required.
13. Maintain Personnel Files, both the hard and soft copies.

14. Provide written reports for the Director in preparation for the Board Meetings as requested.
15. Work with the Director and the QA and Training Officer to produce an Annual training Matrix following the appraisal process each year.
16. Ensure all aspects of the recruitment process are completed in a timely manner.
17. Create Job Descriptions and Person Specifications in liaison with the relevant managers.
18. Ensure all vacancies are advertised appropriately.
19. Support the interview process, including arranging interviews and participating as a panel member when necessary.
20. Ensure requests for references are made in a timely manner, and are followed up appropriately with any issues being escalated to management.
21. Prepare and issue appropriate paperwork to successful candidates.
22. Ensure all paperwork is returned promptly and that the detail are loaded into the HR System in a timely manner with a high level of accuracy.
23. Ensure the DBS Processes are completed correctly.
24. Ensure documentation is viewed, and evidence retained, of all potential employees right to work in the UK at the point of employment, in accordance with the relevant legislation.
25. Assist with the creation of induction packs and participate in inductions as required.
26. Ensure all employees receive a full induction in line with the ASC induction process.
27. Oversee the probationary period process.
28. Manage the Absence records for all staff.
29. Assist the Line Managers in managing Absence, including the Absence Triggers, Absence Review Meetings and ensure that the paperwork is completely correctly and promptly for Return to Work Interviews.
30. Provide administrative support to the HR investigations process.
31. Administer the leavers system, including conducting exit interviews, confirming resignations and completing all necessary paperwork.
32. Provide support in the running of payroll.

### **Confidentiality**

By the nature of the role, members of the HR Department are entrusted with maintaining personal data regarding our employees and management issues. All members of the HR Department must ensure that strict confidentiality is maintained at all times.

In addition to personal data, members of the HR Department must maintain confidentiality about management and business information that is not available to all employees. Such confidential issues could include discussions with the Management Team / Director about business strategies and processes, redundancies, reorganisations, etc.

The HR Officer must ensure compliance with ASC's Data Protection and Confidentiality Policies is maintained at all times for their area of responsibility.

*This job description outlines the main areas of the role, however no document can accurately cover all duties and the post holder will therefore be expected to carry out other duties commensurate with the scope and role of HR Officer.*

*Such duties may vary from time to time, without changing the general character of the post, or the level of responsibility. Such changes are common occurrences and cannot by themselves constitute a reconsideration of grading.*

## Person Specification

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|---------------|------------|
| Title:        | HR Officer |
| Department:   | HR         |
| Reporting to: | Director   |
| Office Base:  | Cardiff    |

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### Qualifications

#### *Essential*

1. Possess a relevant qualification in HR or Employment Law.

#### *Desirable*

1. CIPD Qualified or equivalent
2. Qualified to degree level in a relevant subject.

### Experience

#### *Essential*

1. Experience of dealing with a range of HR issues, including absence, grievance and disciplinary processes.
2. Experience of HR Administration.
3. Experience of producing accurate employment documentation and correspondence.
4. At least 3 years recent relevant Generalist and Advisory HR experience.
5. Experience of supporting managers across a variety of departments at different levels in all aspects of HR.
6. Experience of volunteer recruitment, retention and development.
7. Experience of working with DBS / Safeguarding Protocols.

#### *Desirable*

1. Previous experience within the Third Sector
2. Previous experience of working within the field of Mental Health.
3. An Understanding of the Principles of Advocacy and its statutory role as part of the Mental Health / Mental Capacity Act.
4. Previous experience of processing payroll using Sage.

## **Attitudes and Personal Qualities**

### *Essential*

1. Possess excellent interpersonal skills, ensuring that you are approachable and personable at all times.
2. Ability to build strong relationships.
3. Ability to deal with confidential information appropriately and sensitively.
4. Possess excellent time management skills and be able to deal with conflicting priorities.
5. Highly organised with excellent attention to detail.
6. Possess an organised and methodical approach to admin and record keeping.

## **Skills and Knowledge**

### *Essential*

1. Sound knowledge of HR Processes and Systems.
2. Competent user of Microsoft Office Applications, particularly Word, Excel and Outlook.
3. Possess sound knowledge of Data Protection Legislation.
4. Ability to analyse data and undertake calculations and research data.
5. Ability to prioritise your workload effectively.
6. Ability to work to deadlines within defined standards.

### *Desirable*

1. Possess and understanding of the role of Advocacy in the field of Mental Health, and the difficulties faced by our clients in getting their voice heard.
2. The ability to speak Welsh.

## **Other**

### *Essential*

1. Holder of a full driving licence with access to a vehicle.
2. Willingness to travel within our area of operation.