

# Job Description – HR Officer

## Purpose of the role

Working under the supervision of the Chief Operating Officer, the HR officer is responsible for the employee lifecycle administration, and proactively contribute to the review and development of HR processes at CASPA with a strategic focus on accessibility and user experience in a neurodiverse organisation.

The HR Officer plays a key role in supporting the HR and Operations Team to develop and maintain a positive, engaging, and inclusive working environment for our staff and volunteers.

## Main Responsibilities

- Ensure all HR processes are compliant with CASPA's policies and procedures and reflective of current employment legislation and good practice
- Ensure CASPA's Staff Handbook and induction pack remain up to date and in line with CASPA's strategic and operational plans
- Coordinate staff and volunteer leaver processes, ensuring a smooth offboarding experience
- Respond to staff and volunteer inquiries regarding policies and procedures
- Support the Chief Operating Officer and Head of Programmes on gathering staff and volunteer feedback through surveys, away days and polls
- Maintain up to date staff and volunteer files and systems on BrightHR and Sharepoint, including archiving and deletion of old records in line with GDPR and the HR privacy policy
- Support managers where required with staff leave administration (annual leave, sick leave, family leave etc)
- Prepare and issue formal letters to staff and volunteers communicating formal agreements and contract variations
- Prepare monthly payroll reports for submission to the xxx and finance team
- Process monthly pension contributions through NEST pensions

- Work with the Finance team to ensure HR invoices are processed and paid in a timely manner
- Prepare and present Quarterly HR reports to include EDI and employee lifecycle data
- Manage CASPA's L&D calendar – liaise with providers, book training and coordinate on-site and digital training between staff/volunteers and training providers
- Arrange meetings relating to employment relations, taking notes as required
- Monitor the HR email inbox, ensuring queries are dealt with promptly
- Act as one of two system administrators for BrightHR and BrightSafe, liaising with the Operations Officer to respond to user queries and maintain and improve the system, ensuring the accurate recording, storing of, and reporting on staff data
- Work with the Operations Officer to create and deliver CASPA's internal communications including quarterly preparation and distribution of the Staff newsletter
- Create and maintain the HR calendar to include policy reviews, service renewals, sending reminders and liaising with the Operations Officer and xxxx where required
- Support the Chief Operating Officer on the review and implementation of organisational policies procedures and forms in line with emerging and best practice guidance, with a strategic focus on accessibility.

## **Recruitment and Onboarding**

- Coordinate staff and volunteer recruitment, onboarding and induction to include:
  - Preparation of adverts and job descriptions.
  - Advertising vacancies and coordinating the shortlisting process.
  - Coordinate feedback process with candidates pre and post interview.
  - Collate and distribute interview packs.
  - Coordinate the interview process supporting with scheduling and sending invitations.
  - Prepare and issue offer and induction packs.
  - Support and coordinate the onboarding process, including conducting clearance checks
  - Liaise with the Operations Officer on induction training and ensuring the induction pack and staff handbook remains current

## **Volunteer Coordination**

- Coordinate CASPA's volunteer activities
- Act as main point of contact for volunteer queries and support needs.
- Ensure volunteers are placed in different roles based on their qualifications and requirements
- Maintain accurate volunteer records and reserve list
- Support the Head of Programmes with the planning and delivery of CASPA's annual volunteer event

## **Wellbeing and benefits**

- Support staff to access CASPA benefits and respond to benefits and wellbeing support queries
- Support the HR and Operations team with CASPA's wellbeing and benefits administration
- Provide administrative support in investigations for employee relations cases and handle first line employee relations casework (such as flexible working requests, parental leave, and absence management), escalating to the Chief Operating Officer where required.

## **Person Specification**

CASPA's ideal HR officer is self-aware with a growth mindset, and takes a flexible, agile, a creative problem-solving approach to their work. You have a strong and resilient work ethic and understands the value and importance of maintaining confidentiality in HR matters and aligns with CASPA's mission and values.

## **The ideal candidate will have the following skills, experience and aptitude**

### **Essential**

- Demonstrable HR generalist experience and provision of administrative support for the full employee life cycle, HRIS management, and supporting HR projects and initiatives.
- CIPD Level 3 qualified or equivalent experience
- Payroll and pensions processing experience
- Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others.
- Effective and professional communication skills.
- Excellent time management skills and ability to multi-task and prioritise work.

- Experience of supporting meetings in a note taker capacity
- Flexible with ability to work independently with minimal supervision.
- Strong digital and technological skills.
- Excellent interpersonal skills able to work with people in a supportive, collaborative manner

### **Desirable**

- Proficient in 0365/Sharepoint/Outlook.
- Experience of working in a caring environment and providing a range of practical and virtual support to vulnerable people
- Knowledge of issues affecting the autistic community.