



Allkind

People Operations Officer

2026



www.allkind.org.uk

020 7259 8100

Registered charity, no. 29270



Allkind

Welcome

Dear Candidate,



Thank you for your interest in working at Allkind.

This is a genuinely exciting moment to join us. In December 2024, we merged two brilliant organisations into one. Since then, we've been building towards something bigger. In April 2026, we became Allkind, a charity that puts kindness at the heart of mental health support for all kinds of people, of all ages.

We've spent four decades listening to our communities and know that mental health need has never been greater. What we know is that there's no one-size-fits-all when it comes to mental health. So, we work with people at their pace, in a way that suits them, across the whole mental health spectrum. Last year, we supported over 22,000 people, but we want to reach more.

We work alongside the NHS and local commissioners to deliver care that's modern, outcome-focused, and built around real lives. We're ambitious about what's possible, and we're building the team to match.

Joining us means joining a team that's growing fast and making a difference every single day. Our retention speaks for itself. People join us and stay because they're driven by the impact we have.

If you're ready to be part of this new chapter, we'd love to welcome you.

Simon Thompson,
CEO

A handwritten signature in black ink that reads "Simon Thompson". The script is fluid and cursive, with the first letters of "Simon" and "Thompson" being capitalized and prominent.

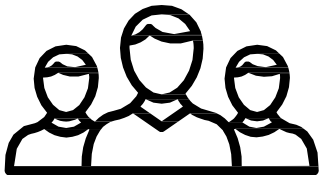
About us

With the need for mental health support at an all-time high, choice is shrinking and services are being stretched. We believe everyone deserves better.

At Allkind, we offer support across the whole mental health spectrum for people of all ages, from infants to older adults. We've been listening to our communities for over 40 years, and it's clear there's no one-size-fits-all when it comes to mental health care.

We're determined to make sure all kinds of people are supported through their mental health challenges, so they can live the life they deserve. Welcome to mental health support with kindness at its heart.

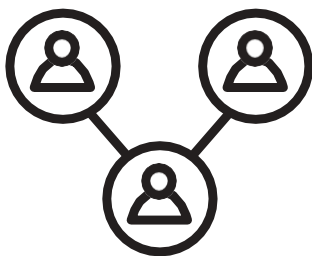
Our Values



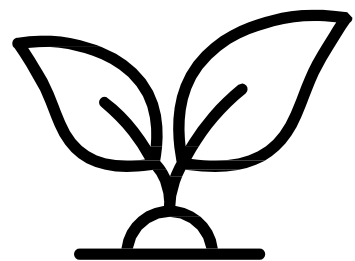
Make way for everyone



Be the anchor



Make lasting connection



Grow with purpose

What we do

- We work alongside the NHS and local authorities to provide mental health support that makes a real difference in people's lives. By focusing on early support, we help people get the right care sooner, while continuing to stand beside those living with more complex mental health challenges.
- Our services reach across London, supporting people of all ages and backgrounds. We're part of the communities we serve, and many of our services are shaped and led by people with lived experience. Decades of listening mean we understand what local people need and can respond in ways that feel relevant and personal.
- We're practical, responsive and focused on making support accessible. Our experienced and compassionate team brings specialist skills alongside empathy and understanding, creating trusted spaces where people feel safe to seek help.



Our Team

We're looking for thoughtful, motivated people who care about making a difference to join our team. Together, we work towards a shared goal: making mental health support kinder, more accessible and shaped around people's lives.

At Allkind, you'll be trusted to grow, contribute your ideas and make meaningful decisions. We want everyone who works with us to feel supported to develop, both professionally and personally.

Kindness, openness and inclusion sit at the heart of who we are. We work alongside communities who face unequal access to support, so we welcome applications from people with lived experience of mental health challenges or social disadvantage.

We want our team to reflect the rich diversity of the communities we serve and strongly encourage applications from people from ethnically diverse backgrounds.

Senior Management Team



JOB DESCRIPTION

Job Title:	People Operations Officer
Salary:	£28,860 per year
Hours of work:	37.5 hours
Line Management Reports:	n/a Volunteers
Accountable to:	Head of People
Functional Responsibility:	Recruitment, onboarding, HR Administration, admin support to Learning and Development team, first line employment relation responsibilities
Job Purpose:	The People Operations Officer is responsible for delivering proactive, high-quality people support across the employee lifecycle. The role combines HR administration, recruitment and onboarding coordination, first-line employee relations case management, people data reporting and learning and development administration. Working closely with the Senior People Advisor, Learning and Development Manager and wider People Team, "the postholder provides timely advice and support to managers and employees and contributes to organisational development initiatives"
Location:	Hybrid – 23 Monck Street, London, SW1P 2AE

Job Summary

The People Operations Officer plays a vital role in delivering efficient, accurate and customer-focused people support across Allkind. Responsible for supporting the full employee lifecycle, the postholder provides high-quality administrative support across recruitment, onboarding, HR systems, employee relations processes, people data management, and learning and development activities. Working closely with the Senior People Advisor, Learning and Development Manager and wider People Team, the People Operations Officer helps ensure the smooth delivery of people services, maintaining accurate records, coordinating processes and supporting managers and employees with routine people-related enquiries. The role also contributes to People and Organisational Development projects and initiatives, helping to deliver a positive

employee experience while maintaining high standards of confidentiality, professionalism and compliance

Main Responsibilities

Recruitment and Resourcing

- Coordinate recruitment campaigns, advertising, interview scheduling and candidate communication.
- Manage onboarding processes including contracts, DBS checks, references and inductions.
- Build talent pipelines and liaise with recruitment agencies as required.

Employee Relations Support

- Act as the first point of contact for routine ER queries.
- Support straightforward employee relations cases under supervision, including absence management, probation reviews and low-level performance matters."
- Conduct fact finding activities, maintain case records and draft routine correspondence.
- Support formal processes including disciplinary, grievance and investigations through administration and note taking.

Supporting the Head of People

- Prepare reports, case files and supporting documentation.
- Support policy development, employment law research and organisational change projects.
- Assist with audits, compliance reviews and board reporting.

People Analytics and Reporting

- Produce workforce reports covering absence, turnover, vacancies and diversity data.
- Support dashboards and people insights for decision making.

HR Administration and Systems

- Maintain HR systems and employee records.
- Manage the HR inbox and employment documentation.
- Support monthly payroll changes and GDPR compliance.

Wellbeing, Engagement and Compliance

- Support wellbeing initiatives, staff surveys and benefits administration.
- Assist with safeguarding, audit and compliance monitoring activities.

Learning and Development Support

- Provide administrative support to the Learning and Development Manager.
- Coordinate training events, management development programmes and learning activities.
- Maintain learning records and monitor mandatory training compliance.
- Provide administrative and coordination support to ensure the effective delivery of learning and development initiatives.

Cross-Organisational Projects and Representation

- Act as an HR representative on organisational working groups and projects, ensuring that HR considerations are incorporated into cross-functional initiatives.
- Provide administrative support for organisational development projects as needed, working collaboratively with internal stakeholders.

PERSON SPECIFICATION

Element	Description	Essential/ desirable
Qualifications	CIPD Level 3 qualification (or working towards) or equivalent HR training.	E
Experience	Experience in HR administration, recruitment and first-line HR advice	E
	Experience assisting with employee relations casework and formal HR processes	E
	Experience working with HRIS systems and producing HR management information.	E
	Experience supporting HR input into organisational development projects.	D
	Learning Management Systems experience	D
	Investigation support experience	D
	Charity sector experience	D

Skills/Competencies	Basic understanding of people data reporting and people analytics.	E
	Organisational development knowledge	D
	Knowledge of employment law	E
	Strong communication skills	E
	Strong administrative and organisational skills, with attention to detail and accuracy	E
	Ability to manage multiple priorities, meet deadlines, and always maintain confidentiality.	E
	Interpersonal skills, with the ability to build effective relationships at all levels	E
	Good understanding of GDPR, safeguarding requirements, and HR compliance practices.	E
Specific Attributes		
	Able to travel to meet post requirements	E
	Ability to manage own caseload and time	E

No job description can cover every issue which may arise within the job at various times, and you would be expected to carry out other duties from time to time, which are broadly consistent with that description.

Benefits of working with us

- Hybrid/flexible-working if role permits
- Generous annual leave plus bank holidays
- Learning and development opportunities
- Free eye test and possible contribution to glasses
- Ride to Work – Interest Free Loan over a 12-month period, monthly deduction from salary
- Employee Assistance Programmes
- Interest-free loan

How to apply

- Deadline for submission of application: **6th November 2026 at 12pm**
- Interviews are scheduled for: **Week commencing 9th November 2026**

- For enquiries about this role, please contact: Jama Abdi, Head of People, jabdi@allkind.org.uk
 - We reserve the right to close the application window early and without notice should a suitable number of applications be received.
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