

# Job description

<b>Job Title:</b>	<b>Corporate Services Support Officer</b>
<b>Location:</b>	Remote (with occasional travel)
<b>Managed by:</b>	Head of IT
<b>Hours:</b>	35 per week
<b>Contract:</b>	Full Time, Permanent
<b>Salary:</b>	Up to FTE: £26,000

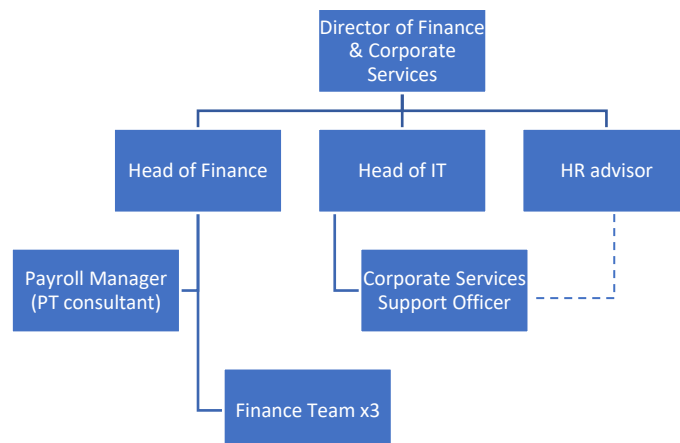
## JOB DESCRIPTION

### Purpose of the Post

To contribute to the overall success of the IT & HR plans in delivering a proactive and customer focused IT & HR service across Cruse Bereavement Support by providing effective support to the Corporate Services Directorate.

This position requires a proactive individual who is adept at managing IT & HR onboarding process of new staff and the entire life cycle process of employees within the organisation as well as supporting the wider functions of the Corporate Services Directorate.

### Finance & Corporate Services Directorate



### Key responsibilities and duties

- Provide comprehensive HR support, including recruitment processes, employee onboarding, record maintenance and assisting with payroll and benefits administration.
- Manage the IT requirements of new and existing employees and ensure that the appropriate equipment is made available to them and recorded.
- Manage a hardware inventory, ensuring all equipment is issued according to needs of employees and access to systems is appropriate.
- Develop and maintain IT & HR documentation, including policies, procedures and user guides.
- Conduct training sessions for employees on HR policies and procedures and IT system usage.
- Ensure compliance with HR and data protection policies.
- Liaise with insurance brokers regarding queries on our policies.
- Produce monthly KPI data regarding IT & HR performance
- Any other ad-hoc duties.

### PERSON SPECIFICATION

Essential	Desirable
<b>Knowledge &amp; Experience</b>	
Experience of advising & supporting employees in a support function	Working in a charity
Experience of dealing with matters confidentially and sensitively with some knowledge of GDPR.	Knowledge of recruitment and onboarding processes
Working with databases	Experience of reviewing and developing policies
Payroll experience	
Strong stakeholder management	
Working with all departments, and at all levels of an organisation	
<b>Skills</b>	
Excellent communication and interpersonal skills	
Ability to recognise sensitive issues and respect confidentiality	
Understanding and commitment to EDI within the workplace	
Ability to work under pressure and meet several conflicting deadlines and priorities	

Self-motivated, with the ability to work with a high degree of autonomy and respond to rapidly changing work priorities	
Ability to work well as part of a team	
Proficient skills in Microsoft Office applications	
Demonstrating behaviours in alignment with our organisational values at all times	
<b>Attributes</b>	
Approachable & empathetic	
Professional	
Collaborative	
Solution-minded	
Team player	