

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a parent, sibling and someone close. We deliver both local and national bereavement services.

JOB TITLE:	HR ADVISOR
SALARY:	£30,000 to £35,000 per annum (FTE), according to experience
LOCATION:	London Office - Mill Hill, London NW7 4ST
CONTRACTED HOURS:	40 hours a week (inclusive of one hour paid meal break daily), 5 days a week.
RESPONSIBLE TO:	Head of HR
DIRECT REPORTS:	N/A

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values are very important to us and, as a member of the Grief Encounter team, you would be expected to hold these in your day-to-day work:

- **Belonging:** Through times of grief we deeply understand the profound influence of community. We honour heritage, diversity and important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.
- **Courage:** We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.
- **Dedication:** We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

The HR Advisor is a pivotal role at Grief Encounter, working across all departments and providing support and guidance to employees and freelance contractors.

This role also co-ordinates our volunteers programme and, with colleagues, matches each volunteer to an appropriate activity.

MAIN DUTIES & RESPONSIBILITIES

General:

- Provides advice and guidance in response to internal and external HR related enquiries or requests for help/information.
- Maintains and updates HR database (Breathe HR) (including records of sensitive data) in accordance with GDPR principles. Produces statistical reports on key HR metrics, as required for monitoring purposes. (Headcount, turnover, diversity, absence etc).
- Updates staff policies in line with changes in employment law and drafts guidance notes for approval. Ensures agreed policies, procedures and guidance notes are appropriately shared within the Charity.
- With guidance from the Head of HR, supports managers handling performance improvement, grievance and disciplinary issues, including collating information and conducting investigations as required.
- Takes notes at meeting as required. (HR Forum, Staff Consultation Group, Disciplinary Hearings, Grievance and Performance meetings).
- Assists Head of HR with ongoing review of terms and conditions, benefits etc. researching and making suggestions for improvements within available budget.
- Manages the HR Admin inbox (for job applications, general queries, requests and possible complaints). Alerts Head of HR to any issues or complaints.
- Collates invoices and receipts etc. in relation to HR expenses, as required, to ensure timely payment by Finance team.
- Participates in ad-hoc HR projects.

Recruitment:

- Advises hiring managers on recruitment processes and best practice. Sources candidates, assists in shortlisting and responds to candidates as required. Produces offer letters and contracts for successful applicants.

Employment Checks:

- Manages DBS clearance process and other 'right to work' checks for new and existing staff, volunteers and contractors, including insurance and qualification checks. Manages referencing process.

Volunteers:

- Manages the recruitment of volunteers and maintains the volunteering database. Assists with the allocation of volunteers to appropriate activities. Generates

reports on volunteer numbers and activities for senior management and for funding bids.

On-boarding:

- Prior to start date, coordinates with the Charity’s external IT support company to ensure all new hires will have a Grief Encounter email address, Sharepoint and other database access, as required when they commence work. (Employees, and freelance contractors). Provides employees with laptop and work phone (as required) and liaises between IT Support and new employee to resolve any issues.
- Organises induction programme for first two weeks of employment including setting up meetings with key staff (CEO, Departmental Directors etc.) and conducting office orientation, instruction on fire and health and safety procedures etc.
- Familiarises new hires with appropriate Breathe HR processes.
- Ensures new employees complete payroll processes in a timely fashion.
- Ensures all mandatory training is completed within timeframe set, raising any concerns with line managers.
- Reviews and updates on-boarding processes as needed.

Training:

- Manages the Charity’s Educare system and reports on mandatory training compliance across the Charity.
- Designs training sessions/briefings on HR policies and procedures for approval by Head of HR. Organises and runs sessions for staff, including ‘Lunch and Learn’ and drop in advice sessions.
- Assists Departmental Directors with arrangements for external training, as requested.

CONFIDENTIALITY

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.

This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

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PERSON SPECIFICATION

Relevant Skills and Experience

- Proven experience as an HR Advisor, Senior Co-ordinator or relevant human resources/administrative position.
- Ideally CIPD qualified.
- Knowledge of human resources processes and best practices.
- Strong ability in using MS Office (MS Excel and MS Powerpoint, in particular)
- Experience with HR databases (BreatheHR an advantage)
- In-depth understanding of candidate recruitment tools including jobs boards, LinkedIn and other social media resources.
- Excellent communication and interpersonal skills.
- Able to establish and maintain positive working relationships, internally and internally.
- Able to demonstrate active listening, seek information and ask questions to ensure the understanding of underlying concerns of others.
- Able to handle data and other information with confidentiality.
- Exceptional organizational and time management skills with the ability to prioritise/organize a busy and varied workload to meet work deadlines.
- Comfortable working within changing priorities and with the ability to multi-task.
- Degree in Business Administration or relevant field or additional education in Human Resource Management will be a plus.

Personal qualities

- Able work effectively with minimal supervision.
- Respectful, non-judgemental and able to demonstrate kindness and empathy towards others.
- Demonstrates respect for confidentiality and boundaries.
- Sense of responsibility and commitment to organisational excellence.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.
- Willing to join in with activities and to support colleagues in other departments when time allows (e.g. helping with fundraising activities, social events etc. – even if it's just stuffing goodie bags!)

Grief Encounter can offer hybrid working for this role if required. However, you must be able to work from our office base in London NW7 for a minimum of 3 days per week (including Mondays).