



HR Officer and Executive Assistant Recruitment Pack

Thank you for your interest in this exciting new role. Here is some information to help you get a feel for what it might be like to work with us at Day One Trauma Support.

Day One is a young, ambitious national charity dedicated to supporting people impacted by serious or multiple injuries which could result in life changing consequences such as disability or death, referred to in the NHS as Major Trauma. We provide practical, emotional and financial support to adults and children as well as their families and loved ones. Inspired 'by patients for patients' our vision is that no one has to piece life back together on their own after catastrophic injury.

Our mission is to help anyone affected by major physical trauma piece their life back together – from day one and for as long as it takes.

We work alongside NHS clinical colleagues in Major Trauma Centres (primarily in the North of England), delivering support at the bedside in the aftermath of a major trauma, and across trauma networks providing a remote service through our National Offer.

Our work is underpinned by understanding the 'lived experience' of people affected by their injuries and the significant trauma they have faced, and consequently, our championing of patient voice, influence and participation, along with being accessible to anyone in the UK at any stage of their recovery journey differentiates us from other signposting services in trauma care.

With good networks, a growing base of supporters and a passionate team of staff and volunteers, we are making a real difference to people at a time when they are extremely vulnerable and need rapid access to a range of practical and emotional support interventions.

We are looking for a highly organised, outcome focussed self-starter, with excellent communication and people skills who is able to work in a fast paced environment.

How to apply

Please email your CV, and a supporting statement (no more than 2 pages) demonstrating how you meet the criteria and outlining why you're interested in the role to our Director of Finance and Resources, Emily Smith via emily.smith@dayonetrauma.org.

Please feel free to contact Emily for an informal chat.

Closing date: 12 May 2024

Interview date: To be confirmed

Job description

OVERVIEW	
Job title	HR Officer and Executive Assistant
Reports to	Director of Finance and Resources / Senior Leadership Team
Hours	Full-time: 37.5 hours. It is expected that work may be required outside normal working hours occasionally. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
Contract	Permanent (subject to a six-month probationary review)
Salary	£32,000 - £35,000 per annum (depending on experience and qualifications)
Location	The post-holder will mainly work remotely from home, with monthly travel to Leeds (registered office location) and other locations in the north of England.
Benefits	25 days per year, plus your birthday and Bank Holidays. Auto-enrolment into pension scheme; 5% employer contribution, 3% employee contribution. Employee Assistance Programme and wellbeing support.

PURPOSE OF THE ROLE
<p>Due to the rapid expansion of Day One Trauma Support over the last three years, the charity's infrastructure has needed to respond quickly to meet its changing demands. There is now a requirement to ensure that the Finance and Resources team has the right skill set and capacity to provide the support needed by the charity in an efficient and proactive way.</p> <p>The HR Officer and Executive Assistant role is a newly created position to reflect both the growing HR needs of the charity as the workforce expands, and the executive support required by the CEO and Senior Leadership Team (SLT) to ensure the efficient and effective running of the charity. This is a key role which is instrumental in bringing the HR and organisational administration functions together at an operational level.</p> <p>Reporting primarily to the Director of Finance and Resources and assisted by an external HR and Employment Law support service (WorkNest), this role will provide advice, guidance and support to all line managers in HR related matters whilst building and nurturing relationships with key stakeholders throughout all levels of the organisation. This will include support to ensure the efficient and effective management, monitoring and reporting of people metrics, from recruitment, development, retention through to attrition and at all stages of the employee life cycle.</p>

The role will also provide crucial executive support to the CEO and SLT of three Directors, to ensure the smooth operation of their responsibilities and co-ordinating efforts of various parties to ensure completion of key tasks and actions.

As part of an expanding and ambitious organisation, there are considerable development opportunities for the successful candidate and the ability to help shape the infrastructure of the charity.

KEY RESPONSIBILITIES

The post holder's primary duties and responsibilities are as follows:

HR Officer

- Oversee the recruitment, selection and induction process for all new appointments alongside hiring managers, including Disclosure and Barring Service (DBS) checks and the administration of honorary contracts with NHS Trusts where necessary.
- Take ownership of the HR software to ensure all HR documentation and records are accurate, up to date at all times and in line with Day One policies and procedures and GDPR, including retention periods for ex-employees.
- Reporting on HR related KPI's to inform and support the SLT. Monitoring and reporting of employee performance in respect of attendance and sick leave.
- In conjunction with the Director of Finance and Resources and WorkNest, ensure Day One's HR policies and procedures are fully compliant with latest employment laws and regulations and any future changes have been communicated/escalated as appropriate.
- Take ownership of HR projects such as staff surveys and provide input to the SLT on employee issues.
- In conjunction with the Director of Finance and Resources, have oversight of the development of the employee benefits package, ensuring qualitative and quantitative elements remain competitive and aid attraction and retention of staff at all levels.
- Work with the SLT and Manager team to help develop, implement and regularly refresh organisation wide and role specific training pathways.
- Work with the SLT to develop, implement and maintain standardised documentation for HR processes including appraisals.

- Improve management and employee relations by supporting line managers in addressing demands, grievances and any other issues on a timely basis and with an appropriate level of priority.
- Support line managers to be accountable for the performance of their team through effective management of staff development and any issues. Ensuring managers have the support, skills and knowledge needed to handle team meetings, staff supervision, appraisals and performance management.
- Support the recruitment of Day One volunteers, where appropriate, including assistance with DBS checks and appropriate record keeping.
- Work closely with the Director of Finance and Resources to ensure that the financial and operational risks from people matters are identified and mitigated to an acceptable level via strengthening internal controls.
- Liaise with the Finance department to ensure accurate monthly payroll information.

Executive Assistant

- Provide proactive and responsive administrative support at an executive level to the CEO and SLT, including diary management and ad hoc administration tasks.
- Planning of and maintaining the organisational calendar and scheduling meetings and events in a co-ordinated and manageable way.
- Liaise with SLT to plan an appropriate schedule of work for the organisational calendar to maximise collaboration and the efficient use of time and resources.
- Provide executive and secretarial support including for weekly SLT meetings and monthly wider Manager group meetings in an efficient and effective way e.g. using note taking software. Assist with follow up actions and meeting outcomes by the agreed deadlines.
- Collating and distributing of information meeting packs for the SLT and Manager group meetings in a timely manner.
- Organisation and administrative support of charity wide events including internal quarterly whole organisation meetings to ensure the smooth and efficient running of these events.
- Lead on the organisation and administration of specific project or task groups to ensure that agreed targets, objectives and deadline are met.

General

- Build awareness of the charity's purpose through building strong and effective relationships with external stakeholders.
- Be prepared to travel across the region and, on occasion, to other sites and national meetings as required.
- Willingness to undertake continuous development and training for the role, including mandatory Day One and role specific training.
- Additional ad hoc duties as and when required.

OTHER – TO NOTE**Development of the job description**

The job description is subject to future review. The post holder is expected to contribute towards determining the future content of this role in the best interests of the charity as it develops and grows.

Equality, Diversity and Inclusion

Day One Trauma Support is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality service that we can. The people we support are unique, and we want you to be too. We are a welcoming and inclusive employer providing a family friendly and flexible environment. We are supportive of everyone regardless of their background. We'd like you to be able to bring your authentic self to work. We really value that. Be you!

Disclosure and Barring Service

If you are offered a position, you will be required to undertake a DBS check.

Person specification

	CRITERIA	IDENTIFIED THROUGH
KNOWLEDGE, EXPERIENCE, SKILLS, and ATTRIBUTES		
Essential	<p>Experience of:</p> <ul style="list-style-type: none"> • Demonstrable understanding of employment law and the practical application of this. • Experience of implementing HR administration and operational best practice for example, in the areas of recruitment, capability and performance management. • At least 3 years' experience of delivering HR support directly and facilitating line managers to deliver HR support. • Maintaining accurate and timely HR records and file notes on HR software systems. • Creating an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential. • Significant experience of providing proactive and responsive administrative assistance to senior staff. • Demonstrated experience of developing and managing effective administrative systems. • Building and maintaining trusted relationships through professional engagement and effective communication at all levels. <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • HR and Employment law and best practice. • Knowledge of GDPR requirements, experience of working with confidential and sensitive data and within guidelines including safeguarding. • Strong working knowledge of IT software, systems and programmes, e.g. Microsoft Office suite and HR software systems. 	CV / Interview

	<p>Skills, abilities and qualities:</p> <ul style="list-style-type: none"> • Aligns with the values and strategic direction of Day One. • Highly organised and responsive to others in a way that is both timely and professional. • Well-developed time management skills to manage competing priorities, ensure follow up and meet deadlines whilst working under pressure. • Excellent communication skills, both written and spoken, that are effective, empathetic and adaptable to different situations. • Ability to write reports and meeting minutes. • Ability to work consistently and safely within policies and procedures whilst maintaining strict confidentiality. • Emotional intelligence, resilience and adaptability. • High level of accuracy and attention to detail, including when under pressure. • Pro-active self-starter, able to work autonomously, using own initiative as well as work as part of a diverse wider team. • Can use effective support systems to develop own knowledge and practice and commitment to, and evidence of, continuing personal development. 	
Desirable	<ul style="list-style-type: none"> • CIPD qualified or partly qualified is desirable, ideally working to CIPD Level 5. • Knowledge of working with or within the charity or voluntary sector. • Experience of working with fully remote teams spread over a wide geographical area. • Experience of developing and embedding new services or initiatives. • Previous experience of working with volunteers. • An understanding of specific issues that affect people who are impacted by serious and life-changing injury. 	CV / Interview