

HR Officer – Job Description

Hours:	<ul style="list-style-type: none"> • There is a possibility of full-time (37.5 hrs + unpaid breaks) or part-time working, depending on the candidate. • This role could be full year (52wks) or Term-time plus (43 wks).
Contract:	<ul style="list-style-type: none"> • Permanent
Salary:	<ul style="list-style-type: none"> • £33,000-£38,000 FTE per annum (<i>dependent on skills and experience</i>)
Location:	<ul style="list-style-type: none"> • Hybrid: Remote working, UP's London Head Office (ad-hoc as required), some <i>occasional</i> travel across London (school visits, events etc.)
Manager:	<ul style="list-style-type: none"> • Head of HR

Who we are

Our Purpose

Unlocking Potential is the charity that supports schools and communities to ensure no child or family struggles alone with their social, emotional and mental health needs. We provide flexible, over-time, multi-disciplinary therapeutic support that meets children and families where they are, and enables them to feel safe, understood and the best version of themselves.

Our Vision

Everyone feels supported, equipped and able to achieve their potential.

Our Mission

Our mission is to provide tailored therapeutic support to more children, while training the practitioners of the future to build holistic, resilient social systems that equip children and their families with the confidence, tools, and skills to thrive at school and within their communities.

Our Values

Individual

Everything we do is about the individual and what is right for them – no two children, families or schools are the same.

Innovative

We look for new solutions, evolving our thinking and approach – ensuring the use of bold, co-designed practice.

Collaborative

We choose to work with others to find the best solutions – we are stronger together.

Find out more about us here: www.up.org.uk

About the role

This is an exciting time to be joining our charity! Our new strategy focuses on growth and long-term sustainability, with ambitious plans to extend our reach and impact nationally and to expand and diversify our services. Our long-term ambition for the future is a transformed landscape of multi-disciplinary therapeutic support in schools, with UP acknowledged and recognised as a thought-leader, innovator, preferred collaborator and convener.

As we prepare for the next phase of growth - to expand to work across 60 new schools over the next five years - the HR Officer will play a central role in helping UP achieve its strategic ambitions, delivering an effective service and supporting our team to give their best.

This is a great opportunity for an experienced HR professional to join a small and supportive team, working with a high degree of autonomy within your areas of responsibility, while having access to support, guidance and escalation via the Head of HR as needed

This is a busy and varied role, requiring flexibility and strong multi-tasking skills. As a proactive, organised and adaptable HR generalist, you will thrive in a role where no two days are the same. You will be motivated by making things run smoothly, supporting colleagues with confidence at every stage of the employee lifecycle, and ensuring that robust processes, accurate records and strong compliance underpin a positive employee experience.

You will be confident working with colleagues at all levels, comfortable managing sensitive situations and holding constructive conversations, and able to provide clear and pragmatic advice, while applying policies fairly and empathetically.

You will be passionate about HR and the difference it can make to UP's mission and genuinely care about making UP a great place to work for all staff.

Duties and Responsibilities

The list of responsibilities below is a guide of how you will contribute and add value to UP's mission through your work:

- Coordinate end-to-end recruitment activity across the organisation - ensuring efficient and fair processes that are compliant with safer recruitment practices, providing effective support to hiring managers, and creating a positive candidate experience.
- Ensure compliance by carrying out and monitoring mandatory checks e.g. safer recruitment, DBS/Update Service, and right-to-work (including maintaining the Single Central Register).
- Ensure all HR processes and procedures are carried out effectively and in line with policy, legislation, and in keeping with UP's values.

- Provide comprehensive administration and coordination across the full employee lifecycle from onboarding, to performance and L&D cycles, to reward and engagement, right through to offboarding.
- Maintain accurate and GDPR compliant employee records, and be responsible for the HR Database (Cezanne). Ensure it is up to date and that functionality fully supports self-service HR, be the first point of contact for managers and employees queries, download reports, and carry out system training for new starters (as part of their HR induction).
- Support the Head of HR and the finance team with pay, leave entitlements, and benefits administration, including the monthly payroll.
- Support the Head of HR with updating and circulating HR policies, procedures and guides, ensuring effective implementation and supporting managers and employees to interpret and apply them correctly.
- Act as a first point of contact for HR queries, including managing the HR inbox. Provide advice and support to employees and managers across a range of people matters in line with legislation, policy and UP's values, escalating as required.
- Support the Head of HR across a range of employee relations processes and matters (e.g. conduct, performance, capability, grievances, flexible working etc.)
- Monitor absence trends and support managers and employees with absence and wellbeing matters, escalating to the Head of HR as required. Enable access to a wide range of internal resources, Occupational Health and Access to Work.
- Support facilitation of equality, diversity, inclusion and belonging (EDIB) activity e.g. data collection, EDIB calendar, EDIB annual objectives etc.
- Support the Head of HR in the implementation of a range of HR initiatives to ensure UP is a great place to work. There is continuous development and improvement work underway, so there is opportunity to be involved across a range of areas alongside BAU e.g. employee engagement, EDIB, learning and development, reward and recognition, wellbeing, culture etc.
- Carry out a broad range of HR administration and ad-hoc tasks as required, examples of what this might include are: drafting letters/documents, providing references, data reporting, employee survey administration, carrying out research, sending updates, general admin etc.

General

- Support the Head of HR by carrying out any other duties that are in line with the scope and level of this role, according to the needs of the charity.
- Work effectively as part of the wider charity team, developing positive relationships and working collaboratively. Attend and support UP team, management and relevant fundraising meetings, all staff events and training days.
- Work with colleagues to promote/celebrate the work of Unlocking Potential (e.g. connecting with stakeholders/other interested parties, contributing case studies / social media content etc.)
- Follow UP’s policies and procedures at all times.
- Contribute to upholding effective safeguarding practice.
- Undertake regular CPD and keep up to date with best practice knowledge.

Person Specification

<p>Qualifications / Knowledge</p>	<ul style="list-style-type: none"> • CIPD L5 or relevant HRM qualification (<i>desirable</i>) or equivalent experience • Qualifications in English and Maths • Good understanding of generalist HR, best practice • Good understanding of Safer Recruitment / KCSIE (<i>desirable</i>)
<p>Experience</p>	<ul style="list-style-type: none"> • Working in a similar HR role, effectively owning and facilitating end-end HR processes across the employee life-cycle • Experience of providing advice and guidance, supported by policy and employment law • Working effectively with HR systems and data (<i>Cezanne HR – desirable</i>) • Working within a fast-paced role, prioritising competing demands and deadlines in an organised and methodical manner • Working in a charity or education setting (<i>desirable</i>) • Hands-on experience of safer recruitment processes (<i>desirable</i>)
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Proficient in Microsoft packages, Outlook, and systems/databases • Excellent time management, organisation and planning skills - ability to move between tasks without losing oversight • Excellent interpersonal skills, ability to quickly establish personal and professional credibility and build effective relationships • Ability to use own initiative and to work autonomously, with the right support • High level of accuracy and attention to detail

	<ul style="list-style-type: none"> • Ability to adapt own approach, to apply HR knowledge and experience according to the circumstances and with sensitivity and empathy
Qualities and Attributes	<ul style="list-style-type: none"> • High standards of integrity, confidentiality and discretion • Positive and professional attitude, with a supportive and approachable manner • Flexible, proactive and resourceful • Innovative with a solutions-focused approach • Discreet and diplomatic, able to keep confidentiality at all times • Resilient and able to effectively manage wellbeing in a busy/changing environment • Reflective and learns from past experiences, able to give and receive effective feedback, and able to improve personal performance
Child Protection / Safeguarding	<ul style="list-style-type: none"> • Knowledge and understanding of safeguarding, the ability to respond appropriately to any safeguarding concerns and to contribute to the continual improvement of safeguarding best practice at UP (<i>desirable</i>)
General	<ul style="list-style-type: none"> • Commitment to the mission, vision and values of the charity • Demonstratable commitment to Equality, Diversity, Inclusion and Belonging (EDIB) • Ability to travel to UP's London Head Office (e.g. for interviews, meetings etc.) and to London-based schools (if required e.g. to support with ImpactEd)

This job description outlines the main purpose and responsibilities of the role. As a growing charity, priorities may evolve over time, and the role may develop accordingly. The post holder will therefore be expected to undertake other reasonable duties that are consistent with the level and purpose of the role.

Important Information

- **Safeguarding:** We are committed to safeguarding and promoting the welfare of children and young people and expect all those who work with us to share this commitment. It's a criminal offence for a person to apply to work with a group from which they have been barred from working. We follow safer recruitment practices in line with KCSIE including (but not limited to): online checks at interview stage, an Enhanced Disclosure and Barring Service check, satisfactory references, a medical check, proof of qualifications and right to work in the UK.
- **Equality, Diversity, Inclusion and Belonging (EDIB):** Our children and families and staff come from a wide range of backgrounds, and we value the unique contribution that each individual can bring to UP. We have a diverse and inclusive team, and we strongly believe that this is vital to our work. We welcome applications from all sectors of the community, and we do not discriminate against any applicants on the basis of any protected characteristics. We ensure that candidates and employees are treated solely on the basis

of their merits, abilities and potential.

- For further information, or if you require any reasonable adjustments at any stage of the application process, please contact: hr@up.org.uk
- Candidate data is processed in line with UP's privacy notice and Data Protection Policy.
- We understand that AI tools are increasingly used in everyday life, including using them to refine CVs, personal statements, and support interview preparation. While we appreciate the responsible use of AI, it's important that any information you submit as part of your application accurately reflects your own skills, experience and perspective. The use of AI will not be permitted during the interview and any associated task process itself.