



HR Officer

Application Pack

Job Details

Job Title:	HR Officer
Location:	Headway East London, 238-240 Kingsland Road, London E2 8AX Hybrid working option (2-3 days in the office)
Responsible to:	HR Manager
Hours:	28 hours per week
Salary:	£30,000 FTE (£24,000 pro rata)

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



About the Role

As **HR Officer** you will support the HR Manager in a busy HR function. You will play a vital part in ensuring a high-quality HR service and smooth running of the organisation, including overseeing the recruitment process and organising staff training. By focusing on the operational and administrative aspects of HR, you will help our creative, diverse community to thrive and to make a difference in the life of people living with brain injury.

Principal Duties and Responsibilities

1. Act as first point of contact on all HR queries from the staff team, pass on complex HR issues to the HR Manager and manage the HR and recruitment email inbox.
2. Work with the HR Manager to update or create HR policies and procedures following best practice and keeping up to date with current legislation.
3. Oversee the end-to-end recruitment process, ensuring all elements are completed efficiently and effectively. Headway's recruitment procedure includes: placing adverts, receiving applications, arranging interviews, taking up references, maintaining the diversity monitoring information, processing DBS, liaising with managers to organise inductions, and ensuring the smooth transition of new starters.
4. Laise with Line Managers to ensure smooth transitions for leavers, confirming last date, working out outstanding leave entitlement and arranging exit interviews.
5. Work with the HR Manager on employee relation issues including disciplinary, capability, grievances, and absence management.



6. Be responsible for the administration of Headway HRIS software (Staffology) and collate HR reports from this as and when needed by the Senior Management Team and the Board of Trustees.
7. Work with the HR Manager to maintain and improve the staff training and development and ensure staff complete all mandatory and necessary trainings.
8. Maintain accurate HR records and information such as job descriptions, staff absences, changes to contracts, work patterns ensuring confidentiality and compliance with GDPR regulations.
9. In the absence of the HR Manager work with the Finance Team to provide up to date payroll information to our payroll provider.
10. Manage the administration of the pension, salary sacrifice, and staff benefit schemes.
11. In conjunction with the Volunteer Co-ordinator provide administrative support in the recruitment process for volunteers, including taking up references, processing DBS and issuing agreements.

Key Relationships – Internal and External

- All staff and volunteers
- Payroll provider
- External providers e.g. training, DBS, pension providers
- External HR support



Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.

General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
 - coproduction
 - equity, diversity and inclusion
 - sustainability

Person Specification

Criteria	Essentials
Qualifications and specific training	<ul style="list-style-type: none"> • CIPD qualification or working towards a CIPD qualification.
Experience	<ul style="list-style-type: none"> • Experience in a professional HR and administrative role. • Experience dealing with employee relations issues (disciplinary / grievance / capability).
Knowledge	<ul style="list-style-type: none"> • Good understanding of the principles of employment law and HR best practice.
Skills	<ul style="list-style-type: none"> • Developed IT skills including use of Microsoft Office packages and HR software. • Developed communication and literacy. • Good numeracy skills. • Well organised with experience of working under pressure, prioritising workloads, and meeting deadlines. • Desirable: knowledge of HRIS packages.
Personal attributes	<ul style="list-style-type: none"> • Commitment to the values, behaviours, and principles of the organisation. • Demonstrable commitment to working in ways which promote equity, diversity, and inclusion. • Commitment to continuous personal development.
Additional requirements	<ul style="list-style-type: none"> • Willingness to work in the office for 2 to 3 days a week on a regular basis and other days as and when required.

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

To apply

The deadline to apply is Tuesday 2nd July, 9am.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to recruitment@headwayeastlondon.org.

For further information about the role and Headway East London, please contact Bolatito Idowu via email at [**bolatito.idowu@headwayeastlondon.org**](mailto:bolatito.idowu@headwayeastlondon.org) or call on **020 7749 7790**.

No agencies please.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

