

Job Title: People and Culture / HR Officer

Location: Central Office, Waterloo, London

Position Type: Part-time (0.5-0.6 FTE)

Salary: FTE £30,000-34,000 - Commensurate with experience

About Us:

Keychange is a Christian non-profit organisation dedicated to the care of the elderly and homeless. We work tirelessly to create safe communities that people can be a part of, and they can feel that they belong. We are committed to creating a positive work culture and environment where our staff members can thrive.

Keychange is a Christian Charity working in elderly social care and homeless communities. Creating Caring Communities. Keychange provides care, support, development, and well-being services across eleven sites in England, consisting of nine residential Care Homes for older people and two Housing Communities for young people. Our office in London provides a support function of central services to our communities to enable them to operate at the most effective level with a focus on delivering quality care and support.

Role Purpose

The role will be responsible for delivering People and Culture/ HR processes and administration that help the organisation operate more consistently. The successful candidate will report to and support the Director of Operations. They will work to support the community managers, and senior leadership team to drive HR operations. They will have a background in delivering the whole employment life-cycle processes.

The role requires a candidate with strong experience in People and Culture/ HR and who will be driven to get the job done using collaboration across the organisation. This role is based at the London central office.

Role Overview:

We are seeking a passionate and experienced People and Culture Officer to join our team. Reporting to the Director of Operations, the People and Culture Officer will be responsible for developing and implementing HR processes and strategies that align with our organisational goals and values. The successful candidate will play a pivotal role in implementing HR systems, fostering a positive workplace culture, promoting diversity and inclusion, and supporting the professional development of our staff.

Key Responsibilities:

- Develop and implement HR policies and procedures in compliance with UK employment law and best practices.
- Oversee the recruitment and selection process, including job postings, candidate screening, and interviews.
- Coordinate employee onboarding and offboarding processes, ensuring a smooth transition for new hires and departing staff members.
- Manage employee relations issues, including conflict resolution, performance management, and disciplinary actions.
- Communicate the employee benefits programs, including health insurance, retirement plans, and wellness initiatives.

- Maintain accurate HR records and ensure data confidentiality and compliance with GDPR regulations.
- Collaborate with managers to identify staffing needs and develop workforce planning strategies.
- Monitor and evaluate HR metrics, such as turnover rates, employee engagement scores, and diversity metrics, to identify areas for improvement and inform decision-making.
- Stay informed about current HR trends and best practices and make recommendations for continuous improvement.

Qualifications and skills:

- Strong administration and organisational skills with an attention to detail, and the ability to manage multiple priorities and meet deadlines.
- Bachelor's degree in Human Resources, Business Administration, or a related field (CIPD qualification preferred).
- Proven experience working in HR roles, preferably within the charity or non-profit sector.
- Strong knowledge of UK employment law and HR best practices.
- Excellent communication and interpersonal skills, with the ability to build rapport and trust with staff at all levels.
- Demonstrated ability to handle sensitive and confidential information with discretion and professionalism.
- Proficiency in HRIS systems and Microsoft Office Suite.
- Commitment to diversity, equity, and inclusion principles and ability to foster a culture of belonging within the organisation.

How to Apply:

To apply for the People and Culture Officer position, please submit your resume and a cover letter outlining your qualifications and interest in the role to Charity Job. Applications will be reviewed on a rolling basis until 14 June 2024, and only shortlisted candidates will be contacted for interviews.

Keychange is an equal opportunity employer and welcomes applications from candidates of all backgrounds. We are committed to creating a diverse and inclusive workplace where all employees feel valued and respected.