



Recruitment Pack

Human Resource Officer

November 2024



Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that has been co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

Connect Minds through ongoing engagement and co-creation.

Change Minds by challenging stigma and increasing knowledge around mental health.

Support Minds by being a source of help, where, when, and how people need it.

We value being:

Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

Bold

We're not afraid to demand better for people who need our help.

Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is

the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

Join us to connect, change and support minds in Lancashire.

Why work with us?



As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

"I am extremely grateful for the support I've had and the opportunities I've been given within my time working here."

Flexible working

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

"It's a really rewarding job and I love the team spirit."

Wellbeing benefits

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

"Amazing place to work, lots of opportunities for employees to grow in roles...a focus on wellbeing."

Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

Learning and development

You'll have protected time during regular 1:1s with your line manager, to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.



Who you'll work with

The role will be based at our offices in Chorley, with the opportunity for hybrid working. You will work with the Head of Operations and the Operations Team to ensure we have effective recruitment and human resources processes in place to support our growing staff team.

You will support managers with our human resource and recruitment processes to ensure they are effective and follow our safer recruitment principles. You will work with recruiting agencies and partner organisations where relevant to increase reach of our vacancies and attract high-calibre candidates from diverse backgrounds.

You will work closely with the Volunteer Engagement Coordinator to share skills and ideas and ensure the recruitment

of volunteers aligns with staff recruitment. It will also be key to work with the marketing team, to ensure that opportunities reach as many people as possible.

You will also work across the organisation to provide staff with HR support where required.

As this is a new role, we expect the right candidate to use their knowledge and experience to improve how we provide human resource support across our team, making Lancashire Mind a great place to work

Your role

Lancashire Mind has seen substantial growth in the last couple of years, meaning that we are now looking for an experienced Human Resource Officer to ensure that we are offering the best support to our team and potential candidates, improve our systems and procedures and offer effective HR support to managers.

This new and exciting opportunity involves supporting the Head of Operations and other senior managers to improve policies and procedures in line with our Business Strategy. We are keen to ensure that our workforce reflects the communities that we work with, promoting equality, diversity and inclusion. The role will therefore contribute to improving an inclusive working environment.

Supporting the human resource operations of the organisation, you will have the opportunity to use your knowledge and skills to help source and utilise new technology to improve efficiency, this will include contributing to the development of a new staff handbook, recruitment software and a staff resource area.

Day to day, this role will support HR functions including managing staff absence and our HR system (Breathe HR), dealing with HR queries from staff and managers, supporting the recruitment process, administration and dealing with email enquiries, ensuring employee records are up to date and organising and supporting new starters and the induction process.

opportunity to have the best mental health and wellbeing possible.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the

Job description

Job title: Human Resources Officer

Hours: 14 – 21 hours per week

Contract: fixed term for a minimum of 12 months (potentially longer dependent on funding and continued business needs)

Salary: £25,767 (pro rata applied to reduced hours)

Responsible to: Head of Operations

Location: Office base is in Chorley with some hybrid working

Overview

As one of Lancashire's fastest growing charities, we are looking to recruit a Human Resource Officer to support our growing team. This is a new and exciting role which will give the right candidate the opportunity to use their skills and knowledge to improve how we recruit and support our staff team. As the Human Resource Officer, you will help Lancashire Mind to be a supportive, effective and inclusive work environment. You will work closely with managers across the service with recruitment and human resource support, providing administration support for onboarding new employees and managing human resource systems and procedures.

We are looking for someone who can demonstrate strong interpersonal skills, confident and positive communication at all levels, with experience of providing human resource support. As this is a new role, the right candidate will be able to use their skills and knowledge to develop efficient and effective improvements to our human resource processes.

Day to day your responsibilities will include managing recruitment enquiries, administer HR systems (Breathe HR), dealing with HR queries and providing HR support, supporting recruitment activities, monitoring absences, supporting new employees and maintaining up to date personal records.

You will need excellent administration and organisational skills with the ability to work autonomously. You will be able to manage multiple and competing tasks and work at pace when necessary.

If you are committed to providing an inclusive work environment that prioritises positive mental health and wellbeing, then this role may be for you.

Lancashire Mind aims to be a great place to work for all our staff, regardless of background or characteristics. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire. We particularly encourage applications from people in communities that face mental health inequalities and from anyone with experience of living with a mental health condition.

Lancashire Mind offers a 35-hour working week (full-time), with options for flexible working. We have a dedicated workplace wellbeing programme to ensure staff are supported to look after their own mental

health and wellbeing, including an Employee Assistance Programme, annual wellbeing half day and a range of wellbeing activities throughout the year.

We offer paid emergency time off for unexpected life events, including caring for dependents. We have a sick pay scheme and workplace pension scheme and have recently enhanced our annual leave to include long service leave, on top of basic annual leave of 25 days, plus 3 days when the office closes between Christmas and New Year, plus the option to buy or sell leave.

Above all, we are a friendly and supportive place to work: "Great staff team, positive and supportive culture." (Lancashire Mind wellbeing survey, March 2024).

Main duties and responsibilities

- Administer and maintain the company HR system (Breathe HR); monitoring absences and return to work, calculating and monitoring annual leave allowance, updating the system with contract changes, new starter/leaver management and monitoring TOIL to ensure that data is accurate and up to date.
- Ensure personnel files are maintained and administered effectively.
- Support managers and staff with general HR enquiries including leave entitlement, sick leave queries, Breathe HR, policies and procedures.
- Handle incoming emails enquiries relating to recruitment, including applications from candidates.
- Provide administrative support for Human resource related functions such as DBS renewals/compliance, supporting staff compliance with processes and procedures e.g. policy signing.
- Support and communicate effectively with managers with recruitment activities including preparing job descriptions/packs, ensure job adverts are advertised appropriately and liaise with the marketing team for social media.
- Support and communicate effectively with managers to organise and facilitate interviews; preparing paperwork for shortlisting, arranging venues, preparing paperwork for interviews, meet and greet candidates when needed.
- Communicate effectively with candidates inviting them for interviews, consider reasonable adjustments and ensure they are prepared.
- Contribute to the overall recruitment and human resource strategy by maintaining records and producing reports and identifying better ways of working.
- Monitor demographics of applicants and the workforce to help identify equality, diversity, and inclusion priorities, contributing to ways to reach more people and improve diversity.
- For new employees, produce offer letters, contracts and liaise with the Head of Finance manager to ensure relevant information is obtained.
- Issuing contract variation letters/new contracts where appropriate.
- Support the onboarding and induction of new staff including references, DBS checks, UK Right to Work checks and induction, liaising closely with the administration Officer with the induction process.
- Communicate key deadlines and information to the relevant managers and team members on HR updates where applicable.

- Work with the Head of Operations and engage with other colleagues to contribute to the development and improvement of HR and recruitment policies and procedures.
- Work with the Operations Team to develop new systems, including a new staff handbook, employee area and source IT solutions to improve recruitment and human resource efficiency.
- Develop professional working relationships with recruiters and other organisations in Lancashire to improve recruitment reach.

General Duties

- Understand and implement Lancashire Mind's policies and procedures, including key policies such as lone working and information governance.
- Attend internal and external meetings and training, as and when necessary.
- Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
- Occasional travel across Lancashire for training, events and meetings (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other duties, as and when deemed necessary by a Senior Manager.

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to a basic Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.

Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of discrimination. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
Qualifications	Desirable - CIPD Level 3 or equivalent, or working towards this in a relevant field, would be advantageous	A
Knowledge and experience	1. Recent work experience in providing effective human resource and recruitment support in an office environment	A & I
	2. Experience of providing effective and efficient HR and recruitment administration	A
	3. Experience of supporting and advising colleagues and managers with HR enquiries and providing practical support	A & I
	4. Experience of effective data input and administration of HR and data base systems	I
	5. Knowledge and experience in onboarding and inducting new employees including DBS checks, Right to Work in the UK and references	A

	6. Knowledge and understanding of professional boundaries, confidentiality and data protection policies and procedures	A & I
Skills, abilities and competencies	1. Excellent communication and interpersonal skills with the confidence to communicate and engage with people at all levels and abilities	A & I
	2. Skilled in building and maintaining relationships with a wide range of stakeholders, e.g. voluntary sector organisations, recruitment agencies.	A
	3. Ability to work autonomously and adapt to changing or unexpected circumstances including conflicting priorities and work demands	A & I
	4. Excellent written communication skills with the ability to produce high quality content for monitoring and assurance reports	A
	5. Ability and willingness to improve and embrace new HR technologies and changing processes.	A & I
	6. Excellent office IT skills (Microsoft Office 365)) including Excel skills to record data and produce accurate reports	Test at Interview
Personal attributes	1. Positive, enthusiastic and friendly attitude	I
	2. Resilient and committed to promoting mental wellbeing for all	A
	3. A demonstrable personal commitment to equal, diversity and inclusion; and challenging discrimination	I

To apply

If you would like to discuss the job before applying, contact Rachel Whippy, Head of Operations email: rfachelwhippy@lancashiremind.org.uk.

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is 12pm Monday 25th November 2024.

Email your completed application form to admin@lancashiremind.org.uk. Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place on 9th December 2024 so please keep this date free as alternatives can't be offered. Successful candidates will be notified no later than Tuesday 5th November. Interviews will be held in-person at the Lancashire Mind office in Chorley.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- The interview task is used to test IT skills and the ability to complete a task related to the role being applied for. 30 minutes is allowed for the task, which usually takes place before you meet the panel. There's no need to do any preparation for the IT task.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We allow 30 minutes for candidates to read the panel questions and make notes, which can be referred to during the interview.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering. The panel will provide you with a copy of the questions they are going to ask so that you can read them as they are being asked.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

Lancashire Mind

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