



Anna Freud

Job Profile

Job title	People Officer
Reporting to	Head of HR Operations
Employer	Anna Freud
Salary	£34,320 per annum, plus 6% contributory pension scheme.
Location	Hybrid: staff are required to work onsite for at least 20% of their working hours at our London site (4-8 Rodney Street, London N1 9JH)
Working hours	Full-time (35 hours per week): usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible.
Holidays	27 days plus Bank Holidays
Term of contract	One-year fixed term maternity cover contract
DBS level	Standard

About Anna Freud

We are a world-leading mental health charity for children, young people and their families. Our purpose is to take everything that we have learned over the last 70 years, and to transform the mental health of current and future generations of children and young people, to close the gap between mental illness and mental wellness - and to create a more compassionate society for everyone. Our vision is a world where all children and young people are supported effectively to enable them to develop their emotional and mental health, build on their strengths and achieve their goals in life. Our mission is to close the gap in wellbeing and mental health by advancing, translating, delivering, and sharing the best science and

practice with everyone who impacts the lives of children, young people and their families.

Purpose and overview of the role

The People Officers are integral members of the HR Operations Team, providing day to day confidential and professional HR and Recruitment support, advice and information. The People officers will be responsible for a range of duties including recruitment, on-boarding, providing advice to managers on employment law and human resource policies and procedures. They will deliver essential data management, ensuring employee records are maintained efficiently and make necessary updates throughout the employee life-cycle. As well as supporting the leaver process. The People Officers will also be responsible for reporting on key areas of HR information and ensure effective administration of regulatory and legal compliance required for employment and carrying out pieces of project work to ensure we continue to innovate and provide an excellent, customer-focused service to our workforce

Main responsibilities of the role

You will:

- provide generalist HR support to the HR Operations Team, supporting the Head of HR Operations to deliver an efficient customer focus services to staff and managers
- ensure that the HR database and other systems and files hold accurate and up to date data
- conduct recruitments from inception and advertising through to appointment and on-boarding
- be a point of contact for HR helpdesk, ensuring that routine queries are responded to in a timely fashion, escalating more complex issues to other members of the People & Culture team as appropriate;
- provide regular reporting information as and when required, this may include information relating to sickness absence, turnover and other key performance indicators;
- produce transactional employment correspondence including new starter offer letters and contracts, contract changes, probation letters, fixed term contract letters, absence letters and any other relevant documentation as required;
- maintain records in relation to compliance of DBS certification, Visa permits, and training compliance, sending reminders as and when required;
- provide support on any other areas of HR systems and processes when required by the Head of HR Operations. This may include conducting investigations, supporting disciplinary and grievance hearings;
- ensure that all new employees are set up on the relevant HR and LMS systems and to monitor completion to ensure compliance;
- provide support in administering leaver arrangements including conducting exit interviews and reporting on staff turnover as required;

- support with the preparation and co-ordination of training courses where necessary.

All employee responsibilities:

- To maintain an awareness of and actively follow and promote Anna Freud’s policies, including Equal Opportunities, Health and Safety, Safeguarding and Information Governance;
- To complete all Anna Freud mandatory training, including but not limited to Safeguarding, Health and Safety, Equality and Diversity and Information Governance, within the required timescales;
- The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.

To be noted

This is not an exhaustive list of tasks; the employee will be asked to undertake other ad hoc tasks relevant with the scope and purpose of this role. This job description reflects the present requirements of the role, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post-holder.

Person Specification

Before starting your application, please read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at which stage the criteria will be assessed. **Please ensure all criteria listed to be assessed at application stage are evidenced in your supporting statement.**

Criteria	Assessment Method (Application/Interview/Task)
Qualification/training, experience and/or knowledge	
Demonstrable experience as an HR officer preferably within a similar organisation including: recruitment, on-boarding, data input and manipulation, responding to queries, communicating with employees and managers and supporting HR projects	Application/Interview
An understanding of every aspect of the employee life-cycle from recruitment through to off-boarding and everything in between	Interview
Experienced in accurately updating data in the HR information system, generating and	Application/Test/Interview

manipulating reports and responding to system queries	
Understanding of employment law, with an ability to respond to HR queries, explain policy and procedure and give advice and direction when needed	Application/Interview
Skills and/or abilities	
1+ years' experience working in a busy HR and recruitment team at the officer level	Application/Interview
Excellent admin and organisational skills with attention to detail and accuracy	Test
Understanding of HR information and Applicant Tracking systems as well as strong MS Word and Excel skills	Test/Interview
A people person who enjoys finding solutions and is customer focused	Interview
Other requirements	
A willingness to come into the office to carry out face-to-face compliance checking tasks and attend in-person meetings	
A willingness to flex and support other tasks required by the Operations Team	
An interest in understanding more about childhood mental health and well-being	
An understanding of and empathy for equality, diversity and inclusion, which is a pivotal agenda within Anna Freud	

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas of their work. **Our values and EDI statement can be viewed [here](#).**

Equal opportunity

We ask our people to share their diversity dimensions with us as it helps us to identify, tackle and prevent any bias appearing across the employee lifecycle at Anna Freud. Monitoring this information allows us to understand how well our efforts to improve diversity, equity and inclusion are working. Your responses will be held securely by our HR team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process.

Further support

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on recruitment@annafreud.org. We aim to

provide reasonable adjustments where operationally possible for the work that we do.

Post-interview

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated.