

## Job Description

<b>Post:</b>	People Services and Volunteers Partner
<b>Salary:</b>	£40,780 pa (NJC Scale 26-28) incl. LW + pensions and other benefits
<b>Hours:</b>	Full time, 35 hours per week excluding breaks
<b>Annual Leave:</b>	35 days per year, including Bank/ Statutory Holidays
<b>Period of Notice:</b>	4 weeks
<b>Responsible to:</b>	Head of People Services
<b>Duration:</b>	Full time, fixed term – Maternity Cover 6 months.
<b>Place of work</b>	St Vincent's Centre Carlisle Place London SW1P 1NL, and in other premises of The Passage when needed

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Appropriate background checks will be carried out as part of the recruitment process for this role

### Job Purpose

The People Services and Volunteers Partner is responsible for delivering an efficient, responsive and people-centred service across the full employee and volunteer lifecycle. The role acts as a key first point of contact for managers, staff and volunteers, ensuring high-quality administration, recruitment coordination, onboarding, compliance, record-keeping and people support.

### Main Tasks

#### People Services Operations

- Act as the first point of contact for day-to-day People Services queries from staff, volunteers and managers, providing advice and guidance
- Own the employee and volunteers lifecycle support and administration (new hire paperwork, pre-employment checks, induction, role/salary changes, Personio updates, time off management, benefits administration, leaves and terminations, involving the preparation of documentation), tracking/processing information and record-keeping.
- Support the rollout, optimisation, and ongoing maintenance of our HRIS (Personio), ensuring accurate employee lifecycle data, leveraging data insights for continuous improvement, and maintaining compliance with HR policies.
- Maintain our Volunteer Management Software (Better Impact), ensuring volunteer data is accurate and up to date.
- Maintain accurate, confidential and up-to-date people records and documentation in line with data protection requirements and internal procedures.
- Identify opportunities to streamline ways of working, reduce duplication and improve the overall effectiveness of the People Services function.

## **Recruitment and Selection**

- Coordinate recruitment activity for staff and volunteers, including managing vacancies via the organisation's website, liaising with hiring managers, arranging interviews.
- Help ensure recruitment processes are efficient, inclusive, well organised and compliant.
- Work with departments to understand their needs and help shape appropriate volunteer roles.

## **Payroll Administration**

- Undertake payroll-related administration and ensure relevant staff information is processed accurately and within deadlines.
- Ensure records across systems are accurate, current and aligned with internal reporting and compliance standards.

## **Volunteer Experience Coordination**

- Build positive relationships with volunteers and managers to ensure volunteers feel valued, informed and well supported.
- Act as the first point of contact for volunteering enquiries, manage applications, conduct interviews, and manage references and onboarding requirements.
- Assist with volunteer scheduling / rota-related activity where required, helping to ensure appropriate volunteer coverage and a positive volunteer experience.
- Help promote volunteering opportunities through local networks and online platforms.
- Support the planning and coordination of The Passage's volunteer celebration events (including the Christmas Party), working closely with the People Services team, Primary Services and other Services to ensure successful delivery.

## **General Responsibilities**

- Work with your line manager to ensure the role continues to meet the strategic aims of The Passage.
- Attend internal and external meetings, training sessions, and events as required.
- Participate in regular supervision and annual appraisals, identifying your own development needs.
- Follow all organisational policies and procedures, especially those related to Health and Safety, Confidentiality, and the Code of Practice.
- Support the implementation of The Passage's Diversity and Equality Policy in all aspects of your work.
- Maintain a high standard of professionalism, aligned with the values and ethos of The Passage.
- Carry out any other duties appropriate to the role.

**Note:** This Job Description summarises the main responsibilities of the role at the time of writing. As the organisation and People Services team continue to evolve, the role may evolve in consultation with the postholder.

## **Person Specification**

This person specification sets out the essential abilities and qualities which are used in the selection criteria for the post. When completing your application, please address essential criteria demonstrating your understanding and knowledge, and give evidence of your experience and abilities.

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## **Desired Experience**

**E1:** Experience in a HR, Volunteers, Recruitment or an office administrative role, demonstrating proficiency in effectively managing high-volume workflows.

**E2:** Experience of handling confidential records and applying data protection principles in practice.

**E3:** Experience using HR / volunteer management systems, ideally including Personio and Better Impact or similar systems (desirable)

## **Desired Knowledge**

**K1:** Basic understanding of employment laws, regulations and compliance requirements.

## **Desired Skills**

**S1:** Confident IT skills, including Microsoft Office and HR systems.

**S2:** Ability to build excellent working relationships at all levels

**S3:** Acute eye for detail and accuracy is crucial to ensuring accuracy in data entry, documentation, and HR processes, minimising errors and discrepancies

**S4:** Excellent organisational skills, with the ability to manage competing priorities in a fast-paced environment.

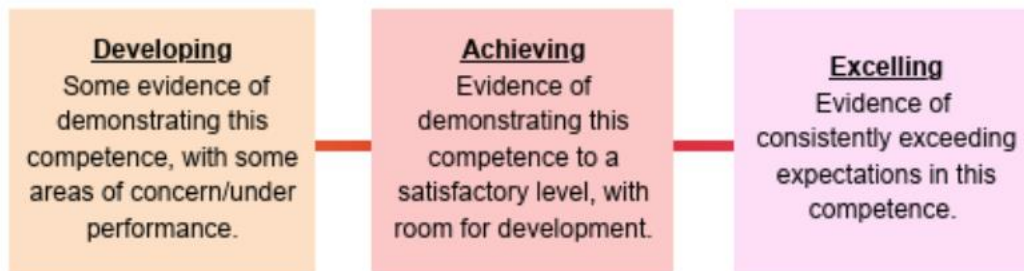
**S5:** Ability to handle and analyse large volumes of employee data accurately, ensuring data integrity and maintaining strict confidentiality.

**S6:** Aptitude for identifying and resolving HR-related issues promptly and efficiently, while adhering to established policies and procedures.

**S7:** Ability to work independently and collaboratively, maintaining professionalism and confidentiality.

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



## **1** Values led performance

**Our work is reflective of The Passage values:**

- **Seeing the big picture:** We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- **Respect for others:** We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- **Effective communication & influence:** We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- **Hands on hard work:** We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

## 2 Client centred working

**We provide quality services to our enable our clients to thrive:**

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

## 3 Effective professional practice

**We reflect on our own practice and the skills that are required to continuously improve.**

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.