



ROLE

Recruitment & Retention Officer

REPORTING TO

Director of People

PURPOSE OF POSITION

This role will be responsible for delivering an excellent recruitment experience for all candidates and supporting them through the vital first six months of their journey with Your Place. You will manage all recruitment systems, administration, and relationships with external recruiters, while delivering on improvement projects to ensure we provide the very best onboarding experience possible. In doing so, you'll play a key role in shaping a culture of belonging from day one - helping new team members feel supported, connected, and set up to thrive - so we not only hire the right people, but retain them.

RESPONSIBILITIES & ACCOUNTABILITIES

People Operations

- To keep all employment records up to date and ensure files are appropriately filed, in particular recruitment and onboarding and process any contract changes promptly.

Recruitment

- Create an interactive and clear recruitment process from advertising to hiring stage, working closely with the wider People team to develop and deliver an excellent recruitment and retention strategy
- To act as a first point of contact for all recruitment enquires and requests received externally or internally, ensuring that these are dealt with promptly and professionally.
- Work closely with hiring managers on recruitment campaigns including supporting on writing JDs, uploading adverts to the applicant tracking system and various job sites, and liaising with the Marketing & Communications team on placing job adverts on social media platforms.
- Spearhead active recruitment and 'headhunting', using tools like LinkedIn, taking responsibility for helping us find the very best talent
- Keep up-to-date records of all recruitment and monitor diversity of applicants and produce frequent reports on interest, candidate experience and diversity, in line with our EDI commitments.

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- Shortlist applications for vacancies and carry out pre-interview screening calls where requested, and organise all aspects of online and in-person interviews
- Work with hiring managers to develop the best possible interview and assessment tools to ensure we are hiring the right people for the right roles.
- Keep all new starter files up to date, in particular recruitment and onboarding.
- Develop and manage a group of 'bank staff' to cover short-term operations vacancies

Onboarding & Induction

- Take responsibility for the onboarding of new team members which will include pre-employment checks and all corresponding onboarding activities, offer e-mails, and liaising with line managers regarding induction plans and probations.
- Provide comprehensive in-person inductions for all new starters
- Carry out regular check-ins with new starters during their induction period, supporting them to settle in to their new role and helping them to tackle any challenges, via "stay" interviews and other formal and informal methods
- Working with line managers and new starters to ensure that all probation paperwork and activities (such as mandatory training) are completed on time.
- Reporting any trends or data to the wider People team and working with them to address any concerns, escalating issues to other members of the team as appropriate
- Offboarding: Conduct exit interviews with departing employees, tracking reasons for leaving to inform future recruitment and retention strategies.

Information Systems

- To maintain and accurately update the integrated payroll and employee self-service information system ensuring all new starter files are up to date, inputting information and any changes in a timely manner.
- To prepare the monthly payroll as requested using information stored on the system and ensuring supporting documents are in place for any system and contract changes, working with the People Manager as appropriate.

General

- Champion wellbeing and EDI within the organisation by promoting a positive environment and culture for team members to work in and thrive.
- Ensure that all duties and services provided are in accordance with policies and procedures.
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
- We are a busy charity with a small People team. There will be times when you may be required to undertake additional tasks, duties and responsibilities within your capabilities.

PERSON SPECIFICATION

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Ideal attributes for meeting the needs of the position and being an effective member of the wider Your Place team.

Experience

- Experience and interest in recruitment, onboarding of new starters and retention of employees
- Experience in a wide range of administration activity in a People/HR function
- Experience of providing administrative support in a fast-paced environment
- Experience of using a range of systems and software applications

Qualifications

- Level 3 CIPD Certificate in People Practice (or equivalent) or willingness in obtaining this qualification while in post

Skills & knowledge

- An understanding of and commitment to Belonging, Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace
- Good administrative and organisational skills with excellent attention to detail and an ability to plan and prioritise effectively
- Good communication skills (both written and verbal)
- A working knowledge on a range of Microsoft Office packages, in particular Outlook, Word and Excel
- An understanding of confidentiality and data protection

Abilities

- Excellent accuracy and attention to detail
- Ability to develop good working relationships and rapport with internal/external stakeholders.
- Ability to work as part of a team as well as being able to use own initiative
- Ability to interact and communicate effectively with a wide variety of people at all levels, maintaining professional boundaries
- Ability to interpret and communicate the meaning of legislation, policy, guidance, research and information on best practice
- Ability to set up and work according to schedules

Personal qualities

- A focus on outstanding customer service excellence, high standards of attention to detail, quality, accuracy and responsiveness
- Self-sufficient and highly organised with the ability to accomplish goals according to deadlines, and a flexibility and to juggle a variety of tasks
- Strong sense of responsibility and accountability
- An understanding of and commitment to the values of Your Place
- Willingness to occasionally work outside of normal office hours
- Committed to continuing professional development



Desirable

- Qualification in Business Administration or Human Resources
- An understanding or experience of using a people Information and payroll system
- Some knowledge, experience or understanding of people management processes and best practice

Before starting this position, you'll need to undergo a criminal record check by the Disclosure and Barring Service. You must be entitled to work in the UK.

