



Human Resources Officer (Staff & Volunteers)

About Us

St. Hilda's East is a local charity which aims to combat the challenges arising from deprivation and social exclusion through the delivery of a wide range of engaging activities which promote wellbeing and social connections. Located in Tower Hamlets, we run a large, friendly community centre located in Shoreditch and an Elders Day Centre for the Bangladeshi and other communities in Shadwell.

Our services include pre-school sensory play, youth programmes, social activities and support for older people, advice, a food co-operative, wellbeing activities for people experiencing mental health issues, and volunteering placements.

This year we are proud to be celebrating our 135th anniversary.

Our Mission

We seek to equip our service users with the resilience to navigate modern life. We welcome everyone into our spaces, work together to deliver engaging activities, promote social contact and ultimately enrich lives.

About the Role

This role leads on developing and embedding best practice relating to employment and volunteering. This includes providing support and guidance on HR matters to all staff and managers and fostering a positive workplace culture. The postholder will improve our processes for engaging and supporting volunteers, thus increasing volunteer participation within the charity's work in the community.

JOB DESCRIPTION

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| REPORTS TO: | Director |
| SALARY: | £33,000 pro rata (0.6 FTE) which is £19,800 |
| HOURS: | 3 days per week |
| ANNUAL LEAVE: | 25 days plus bank holidays |
| WORKPLACE: | St. Hilda's East, Shoreditch with the option to spend some time working from home. |

Key Responsibilities

In relation to Employees:

1. Be the first point of contact for HR queries, concerns and conflicts - providing generalist HR advice and support, facilitating resolution and ensuring adherence to ACAS codes of practice, company policies and procedures, and best practice.
2. Promote employee engagement and wellbeing initiatives including taking the lead in conducting staff surveys and organising activities and events.
3. Manage all aspects of recruitment, onboarding and communication with applicants, candidates, and newly appointed colleagues.
4. Support the development and implementation of EDI initiatives, creating a diverse and equitable workplace culture.
5. Develop our processes to record accurate recruitment and equal opportunities monitoring data.
6. Support the processing of contractual and other changes, ensuring that systems and records are accurately updated, and relevant letters are issued (change in working hours, contract extensions, salary updates, absence management etc.)
7. Support managers to use probation periods effectively, monitoring the quality of induction training including familiarising new starters with their responsibilities and the organisation. Assist with performance conversations and reviews.
8. Ensure exit interviews are conducted when required and take any necessary action as a result.
9. Prepare data for the monthly payroll, ensuring compliance with contractual obligations and Pension Regulations.
10. Source and co-ordinate training opportunities ensuring they meet performance issues raised in reviews and appraisals.
11. Maintain and update the HR records (BreatheHR), ensuring employee records are accurate and complete.
12. Draft, develop and update all HR policies and provide information and support to ensure that they are adhered to.

In relation to Volunteers:

13. Promote and implement best working practice for volunteering including ensuring volunteers are supported, their contributions are recognized and celebrated, and that they have opportunities to feed back on their experiences.
14. Support team members to draft volunteer role specifications and advertise and recruit to such roles.
15. Be the first point of contact for all prospective individual and corporate volunteers.

16. Develop and update our policies and procedures around volunteering and ensure compliance.
17. Working with the Head of Programme Development, identify suitable opportunities for corporate volunteers as individuals and groups, organising positive volunteering experiences.

General Responsibilities:

1. Participate positively in regular supervision, appraisal, and training and networking events.
2. Ensure that all St. Hilda's East policies and procedures are adhered to, particularly those relating to data protection, safeguarding, health and safety, equal opportunities, and the environment.
3. Undertake any other duties that may be required which are commensurate with the role.

PERSON SPECIFICATION

Essential Criteria

1. At least 2 years' experience in HR administration and practice, ideally within the charity sector.
2. A good working knowledge of employment legislation and best practice in people management.
3. Able to handle sensitive information with confidentiality and professionalism.
4. Great communication skills including the ability to share information with tact and to write persuasively and accurately.
5. The ability and passion to drive forward an agenda around staff and volunteer engagement and wellbeing.
6. Ability to write organisational policies.
7. Experience as a volunteer or of managing volunteers.
8. Demonstrable knowledge of best practice around volunteer management, or the ability to learn quickly.
9. Understanding of volunteers' motivations and the benefits they bring to St Hilda's East.
10. Good administration skills, including an ability to work independently, manage a busy workload and pay excellent attention to detail.
11. Commitment to St Hilda's East's values and mission.
12. Competence in the use of IT, ideally including Microsoft Office, and Breathe.
13. An understanding of the differing needs of diverse communities, the benefits of a diverse workforce, and a commitment to implementing good practice around equal opportunities.
14. Willingness to work flexibly within reason, including occasional evenings and weekends as required.