

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	HR ADMINSTRATOR (PART TIME)
SALARY:	£28,000 to £30,000 per annum (FTE), according to experience. (Actual salary £12,950 – £13,875 per annum for part time hours)
LOCATION:	London Office - Mill Hill, London NW7 4ST
CONTRACTED HOURS:	18.5 hours a week (inclusive of one hour paid meal break when working over 6 hours that day) Days and hours of work negotiable –attendance on Mondays preferred.
RESPONSIBLE TO:	Head of HR
DIRECT REPORTS:	N/A

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values: are very important to us and as a member of the Grief Encounter team, you will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.



We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures, with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

- Provides efficient administrative support to the Head of HR.
- Manages a range of HR related tasks including:
 - database and records management;
 - recruitment support and on-boarding;
 - advice on existing policies and procedures.

MAIN DUTIES & RESPONSIBILITIES

General:

- Provides advice and guidance in response to internal and external HR related enquiries or requests for help/information.
- Maintains and updates HR database (Breathe HR), including records of sensitive data. in accordance with GDPR principles. Produces statistical reports on key HR metrics, as required for monitoring purposes. (Headcount, turnover, diversity, absence etc).
- Manages the HR Admin inbox (for job applications, general queries, requests and possible complaints). Alerts Head of HR to any issues or complaints.
- Takes action notes at meeting as required. (Operations Group, Staff Consultation Group/Forum, Disciplinary Hearings, Grievance and Performance meetings).
- Ensures newly revised policies, procedures and guidance notes are appropriately shared within the Charity.
- Assists Head of HR with ongoing review of terms and conditions, benefits etc. researching and making suggestions for improvements within available budget.
- Participates in ad-hoc HR projects.

Recruitment:

- Assists hiring managers with recruitment processes by formatting job descriptions, placing adverts on job boards, sending details to agencies as agreed and responding to candidates.
- Ensures adverts are displayed and updated on Grief Encounter's website by external service provider and that staff are informed of opportunities.

- Produces offer letters and contracts for successful applicants for Head of HR signature.

Employment Checks:

- Manages DBS clearance process and other 'right to work' checks for new and existing staff, volunteers and contractors, including insurance and qualification checks. Ensures ID documentation is recorded and securely stored.
- Manages referencing process.

On-boarding:

- Prior to start date, coordinates with the Charity's external IT support company to ensure all new hires will have a Grief Encounter email address, Sharepoint and other database access, as required when they commence work. (Employees, and freelance contractors). Provides employees with laptop and work phone (as required) and liaises between IT Support and new employee to resolve any issues.
- Organises induction programme for first two weeks of employment including setting up meetings with key staff (CEO, Departmental Directors etc.) and conducting office orientation, instruction on fire and health and safety procedures etc.
- Familiarises new hires with appropriate Breathe HR processes.
- Ensures new employees complete payroll processes in a timely fashion.
- Ensures all mandatory training is completed within timeframe set, raising any concerns with line managers.
- Reviews and updates on-boarding processes as needed.

Training:

- Manages the Charity's Educare system and reports on mandatory training compliance across the Charity.
- Drafts training sessions/briefings on HR policies and procedures for approval by Head of HR. Organises and runs sessions for staff, including 'Lunch and Learn' and drop in advice sessions on basic HR procedures (annual leave, appraisal etc.).
- Assists Departmental Directors with arrangements for external training, as requested.

Benefits management:

- Creates reports on staff sickness absences/sick pay, ensuring 'back to work' and absence review meetings conducted by managers and adequately recorded.

- Oversees annual leave processes.
- Maintains Health Shield (Staff Health Cashback Scheme) membership records.

CONFIDENTIALITY

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.

This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

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PERSON SPECIFICATION

Qualifications:

- HR qualification or training (or part CIPD qualified)

and

- Relevant experience within a role that encompasses a significant level of HR administration.

Skills and Experience

- Proven experience in human resources administration.
- Strong ability in using MS Office (MS Excel and MS Powerpoint, in particular)
- Experience with HR databases (BreatheHR an advantage)
- Knowledge of human resources administrative processes and best practices. In-depth understanding of candidate recruitment tools including jobs boards, LinkedIn and other social media resources.
- Excellent communication and interpersonal skills.
- Able to demonstrate active listening, seek information and ask questions to ensure the understanding of underlying concerns of others.
- Able to handle data and other information with confidentiality.
- Exceptional organizational and time management skills with the ability to prioritise/organize a busy and varied workload to meet work deadlines.
- Comfortable working within changing priorities and with the ability to multi-task.

Personal qualities

- Able work effectively with minimal supervision.
- Respectful, non-judgemental and able to demonstrate kindness and empathy towards others.
- Able to establish and maintain positive working relationships, internally and internally.

- Demonstrates respect for confidentiality and boundaries.
- Sense of responsibility and commitment to organisational excellence.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.
- Willing to join in with activities and to support colleagues in other departments when time allows (e.g. helping with fundraising activities, social events etc. – even if it's just stuffing goodie bags!)

This role is offered as 18.5 hours per week and is office-based in Mill Hill Broadway, London N7.

The days of work can be negotiated although some attendance Monday mornings would be preferred to allow for on-boarding new staff.