

JOB DESCRIPTION – HR OFFICER

REPORTING TO:	Head of HR
KEY RELATIONSHIPS:	All managers across the business
CONTRACTUAL BASE:	The Coach House, Staines, TW18 2AE
SALARY:	c£35k

OVERALL JOB PURPOSE

Key Responsibilities

Represent Ability's values in providing a great service to all colleagues across all aspects of HR processes, managing queries and processes including but limited to; employee relations, reward and wellbeing, absence management, probation and appraisal monitoring.

To support managers with HR processes and ensure that all activities are fully compliance with current legislation, statutory requirements and company policy.

To ensuring matters relating to payroll (for example, contract changes) are managed in a timely and accurate manner with clear audit trail and interface with payroll processes and requirements.

PERSON SPECIFICATION:

- Be responsible for your own caseload and support line managers in dealing with performance management issues such as capability, absence, disciplinary and grievance to ensure that processes are conducted in a fair, objective and compliant manner, adhering to Ability's policies and employment law.
- To manage the company HR inbox and field all communication received from internal and external customers giving a positive experience
- To take minutes and represent HR at meetings where required.
- To monitor absence on a monthly basis, using the Bradford Factor and liaise with managers in relation to absence management processes.

- To work in conjunction with the Head of HR on the review and implementation of all relevant HR policies and procedures.
- To support the business by designing and delivering training packages or short courses as identified; or support the sourcing of appropriate learning initiatives as required.
- To be curious about data; support the Head of HR to prepare HR KPIs which are meaningful and add value to the business, and analyse data to understand trends and lever positive change.
- Ensure the HR system is up to date and for all employee information to be kept in accordance with GDPR.
- To work in conjunction with our Internal Recruiter to ensure we provide a service to line managers in respect of senior and or office-based recruitment and selection of staff, ensuring all recruitment activity is within budget and in accordance with the Ability's diversity and equality policies.
- To ensure all amendments for employees are processed in conjunction with payroll and all correspondence is sent in a timely and efficient manner.
- To assist with the pensions and benefits administration where required
- To consult appropriately on implementing any changes and communicate to all relevant employees to ensure understanding and compliance.
- To provide HR input and support to any projects which involve TUPE transfers.
- To keep abreast of current and changing legislation which will be relevant to Ability's employees and how we do business.
- To champion the promotion of Diversity and Equality throughout Ability's HR policies and practices.
- To attend meetings and carry out other duties reasonably requested in the absence of the Head of Human Resources.
- Any other duties that fall into the scope of this role.
- Be willing to travel to all office locations and have access to own transport for this purpose.

ESSENTIAL PERSONAL CRITERIA

Essential Experience:

- Good experience of supporting all employee relations processes (disciplinary, grievance, capability) and advising managers on each step to ensure legislative compliance.
- Experience of managing TUPE transfers.
- Experience of working with HR IT systems including day to day management and data analysis.

Essential Qualifications:

- CIPD level 5 qualification or equivalent significantly demonstrable experience.
- Driving licence and own transport in order to travel to other sites in addition to head office.

Essential Skills:

- Excellent attention to detail, time management and personal organisation skills
- The ability to communicate respectfully, professionally and effectively through all mediums, and to staff and stakeholders at all levels.
- In that communication, handle difficult and complex situations with thought and confidence, in a way which managers and staff understand
- A competent user of standard IT packages, i.e. Microsoft Word, Excel, Teams, PowerPoint etc.
- Be self-motivated and self-aware; recognising own strengths and weaknesses
- Work with others in a collaborative and solution focused way to achieve positive outcomes.
- Quickly establish credibility, trust and respect to build strong working relationships with managers across the business.

Essential Knowledge:

- Thorough working knowledge of employment law including changes planned by the government.
- An understanding of payroll process including benefits and occupational pension provision.

Essential Values:

- A strong personal alignment and commitment to our Ability+ values and behaviours and our company vision and aims.
- Demonstrate a CAN DO approach, approaching all tasks with enthusiasm and resilience.
- Display integrity; be sincere in own behaviour and dealings with others.