

## Job Description

<b>Job Title:</b>	Senior HR Officer (HR Generalist)
<b>Reporting to:</b>	HR Manager
<b>Salary:</b>	£24,313 - £26,317 (NJC Scale 6)
<b>Contracted hours:</b>	37.5 hours per week (Monday - Friday 9am-5pm. Occasional evening and weekend work may be required with prior notice.)
<b>Contract type:</b>	Permanent

### Job Summary

This HR generalist role will involve supporting the HR Manager in providing a comprehensive and efficient HR service to the Senior Management Team (SMT) and staff of Employers For Childcare. They will be responsible for carrying out the day to day activities of the HR team including end-to-end recruitment and selection processes, monitoring attendance and dealing with employee relation issues. They will take the lead in all recruitment activities for High Rise, an exciting new indoor adventure centre in Lisburn, featuring Clip 'n Climb, soft play and a range of other facilities. With the support of the HR Manager they will ensure the organisation has an appropriately skilled workforce supported by relevant policies and procedures which are compliant with legislation and in line with best practice.

### Main Duties & Responsibilities

#### General HR

- Responsible for providing an effective HR function across the organisation.
- Advise SMT on day-to-day HR operational matters including recruitment & selection, disciplinary & grievance procedures, attendance management etc.
- Guide and support in all dispute resolution matters.
- Carry out employee investigations as required
- Assist in the resolution of employee relation issues i.e. disciplinary hearings, grievances etc in line with legislation
- Provide an effective advisory service to both managers and staff relating to all personnel issues.
- Act as a central point of contact for internal and external queries.
- Maintain an effective relationship with all staff and managers, professional and statutory bodies and external organisation.
- Responsible for ensuring staff are aware of their responsibilities for information security, data protection and confidentiality.
- Assist in the development and implementation of HR policies and procedures in line with best practice to meet the needs of the organisation and ensure the promotion of good employee relations.
- Collate weekly and monthly payroll information in a timely manner.

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- Process and administer company benefits including staff discount scheme.
- Collate monthly KPI information for HR Analytics.
- Ensure that the organisation complies with all relevant legislation including current and proposed employment law and health and safety guidelines by updating all organisational policies and procedures in line with relevant legislation.

### **Recruitment Responsibilities**

- Responsible for end-to-end recruitment and selection process.
- Participate in regular promotional, marketing and recruitment events to attract new applicants.
- Administration of all recruitment documentation to include job advert, application packs, shortlisting records, interview records, reference requests, Access NI disclosures, monitoring forms, letters of offer, contracts and personnel files.
- Liaise with the department manager to complete shortlisting of all applications and schedule interviews
- Assist in the interviewing of applicants to assess their suitability for the role.
- Complete pre-employment checks including references ensuring all applicants meet the required vetting and minimum qualification standards.
- Ensure compliance with all pre-employment checks.
- Liaise with IT to ensure that new employees have access to email and all computer systems.
- Prepare and conduct inductions for new employees, managing the company on-boarding process for new employees
- Liaise with payroll and managers about new starters
- Support line managers with the monitoring of probationary period for new employees and provide appropriate documentation in a timely manner.
- Keep accurate records of recruitment activities and assist in preparing the monitoring returns and Article 55 reviews for the Equality Commission.

### **Records & Administration Responsibilities**

- Collate and record employee absence information on a monthly basis and advise managers on relevant issues.
- Maintain records of employee annual leave and TOIL.
- Maintain individual Performance Review and Planning records for all employees.
- Responsible for the administration of personnel records to include letters, personnel files, computer information, contracts, induction and monitoring records ensuring that accurate, adequate and up-to-date personnel information is maintained on all computerised and manual systems and is made available as required.
- Conduct regular audit checks on HR files to ensure compliance.
- Act as note-taker at investigatory meetings and disciplinary / grievance hearings.
- Ensure confidentiality and security of personnel information and sensitive material at all times.
- Assist other members of the HR team to ensure that all staff related paperwork is actioned and recorded, providing administrative support when required.
- Carry out all tasks in accordance with ISO9001 and ISO27001 procedures and relevant legislation.

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### Internal Communication and Personnel Development

- Organise and chair regular staff meetings to ensure the updating and sharing of information.
- Implement and maintain effective systems to ensure prompt and full communication across teams to provide the highest level of customer service at all times.
- Organise and deliver regular staff training on operating systems, processes and procedures.
- Ensure staff acquire and retain in-depth knowledge of existing and new organisation services by coordinating ongoing internal training.
- Continuously review all administrative and operational procedures and make suggestions for improvement.
- Work flexibly and across teams and organisational functions as required.
- Undertake any other reasonable duties appropriate to the achievement of the organisation’s goals and targets.

### Information Security

- Comply with the organisation’s Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality.

**This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

## Personnel Specification

The Personnel Specification shows **essential** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

### Job Title: Senior HR Officer

Factor	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	Relevant professional qualification relating to HR Management, Learning and Development or Business.	Evidence of continuous professional development.  Associate member of Chartered Institute of Personnel and Development (CIPD)

<b>Work Experience</b>	<p>Minimum of 3 years relevant HR generalist experience gained during the last 5 years in a customer facing environment (hospitality, retail) to include working experience of:</p> <ul style="list-style-type: none"> <li>• employee relations</li> <li>• absence management</li> <li>• discipline and grievance</li> <li>• performance management</li> </ul> <p>Extensive experience of recruitment and selection from start to finish</p> <p>Experience in setting up and maintaining a HR database, generating reports and analytics</p>	
<b>Skills and Aptitude</b>	<p>Excellent communication and listening skills</p> <p>Computer literate to include extensive use of internet, email, word processing, spreadsheets, power point and databases.</p> <p>Highly organised with excellent administrative skills and the ability to schedule and plan workloads.</p> <p>Ability to juggle differing priorities, meet deadlines and work under pressure.</p> <p>Ability to build constructive working relationships with staff, colleagues and clients.</p> <p>Tactful and empathetic when approaching employee relation issues</p> <p>A proactive, positive approach to work</p> <p>Ability to act on own initiative</p>	
<b>Knowledge and Understanding</b>	<p>Thorough knowledge of human resource management principles, policies and practices</p> <p>Understand the need for confidentiality and demonstrate experience in dealing with</p>	

	<p>confidential matters</p> <p>Excellent knowledge of current and pending NI employment legislation and best practice</p>	
<b>Special Circumstances</b>	<p>Ability to work evenings and weekends when required.</p> <p>Full driving licence and access to a car for work purposes.</p> <p>Ability to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job</p>	