



HR Officer

Rudgeway, Head Office

Hours: 25 hours per week.

Part of the: HR&OD team

Responsible to: Head of HR&OD

Purpose: To deliver an excellent HR, recruitment and payroll service to our staff, managers and prospective staff

Responsibilities: An HR Officer will be:

- ✓ The first point of contact for HR and employee relations queries, including policies and procedures and terms and conditions.
- ✓ Responsible for payroll administration, including accurately inputting new starter details and employee changes onto Sage and producing reports as required.
- ✓ Work with the Head of HR&OD to source, commission and book training courses and activities to meet Elim's mandatory, essential and staff training and development needs.
- ✓ Proactive in supporting line managers to address staffing and performance issues.
- ✓ Administer staff benefits, to include Pensions and Healthshield.
- ✓ Confidential and comply with GDPR and employment legislation
- ✓ Responsible for the management and administration of start to end employment processes, from recruitment through the end of employment, ensuring an excellent service is provided to our internal customers.
- ✓ Contribute to projects and HR strategic initiatives, including Equality, Diversity and Inclusion and culture and values.
- ✓ Contribute to the design and delivery of management development and coaching sessions.
- ✓ Contribute to the achievement of HR key performance indicators and prepare statistical information and reports.
- ✓ Manage the administration of the HR management system (Cascade).
- ✓ Actively promote and role model the Elim CARES values in the customer service they provide.

Qualifications and Experience: In this role an HR Officer will need the following:

- ✓ CIPD qualification level 5 (or working towards it)
- ✓ Extensive experience of managing the administration of recruitment and the employee life cycle.
- ✓ Experience of providing advice and support to line managers on terms and conditions and policies and procedures.
- ✓ Experience of coaching and supporting manager to proactively address employee relations and performance issues including at formal meetings.
- ✓ Experience of running a monthly payroll and year end payroll processes (ideally through SAGE).
- ✓ Experience of designing and delivering skills training sessions.
- ✓ Experience of supporting managers at formal proceedings
- ✓ Experience of managing the administration of an HR Management System.
- ✓ Excellent IT skills specifically MS Office; particularly Word, Excel and Outlook, also keen knowledge and experience of the importance of databases and their role in providing accurate management information
- ✓ Able to form and maintain effective working relationships with internal and external customers.

It would be great if you could also:

- ✓ Proactively manage staffing information resources, HR information and personnel files.
- ✓ Make suggestions for improving our service delivery and processes.
- ✓ Review, revise and draft HR Policies and Procedures and Guidance materials.
- ✓ Have experience of managing the administration of Cascade.
- ✓ Contribute to strategic projects and initiatives.
- ✓ Mental Health First Aid qualification.

Skills and Abilities: In this role an HR Officer will need the following:

- ✓ Excellent organisational and time management skills, with the ability to manage conflicting priorities and monthly deadlines.
- ✓ Excellent interpersonal skills to include, communication, listening and questioning
- ✓ Numerical with the ability to manage data.
- ✓ Ability to suggest ideas for service delivery
- ✓ Aligned to our Elim CARES values with the ability to role model and live them daily,
- ✓ Committed to developing and promoting a diverse and inclusive culture at Elim
- ✓ Customer service ethos and approach.
- ✓ Excellent attention to detail.
- ✓ Excellent problem solving skills and decision making aptitude.
- ✓ Strong ethics and reliability.

It would be great if you could also:

- ✓ Have knowledge of Microsoft Publisher and Powerpoint.
- ✓ Knowledge of Microsoft Teams and Zoom and it's uses and functions.



Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

An HR Officer lives by the Elim CARES values:



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts