

Job description

Job title:	HR Officer
Salary:	£27,500 per year
Contract:	Permanent
Hours:	35 hours per week
Directorate:	Resources
Reports to:	Director of Resources
Direct/indirect reports:	None

Our mission

The National Literacy Trust empowers children, young people and adults from disadvantaged communities with the literacy skills they need to succeed. We work directly with young people and their families, with the 5,000 schools in these communities, with nurseries, prisons, YOIs and through our teams leading community literacy programmes in 20 places in the UK facing the biggest literacy and poverty challenges. Our research makes us the leading authority on literacy and drives all our work. We are committed to becoming a more diverse and inclusive charity, better at listening to and working in partnership with the communities we exist to serve. Literacy is a vital element of action against poverty and our work changes people's life stories.

Purpose of role

This role is responsible for supporting our HR and office management functions. As part of a small HR team, you will be the first point of contact for a wide range of issues and will interact with people at all levels across the charity. You will coordinate our recruitment and onboarding processes, including advertising vacancies, arranging interviews, carrying out reference and other pre-employment checks and liaising with new joiners and managers to arrange induction. You will manage confidential personnel files and records, and support other HR analysis and reporting. As part of the wider Resources directorate, you will have a range of regular office duties, including answering phones, greeting visitors and supporting meetings or other events, as well as other tasks to support our organisational culture and staff wellbeing.

Key contacts

You will work with recruiting managers at all levels of the organisation, as well as having contact with all members of staff both in London and regionally. External contacts include job applicants and interview candidates, recruitment agencies, other suppliers, visitors to the SW8 office and those with general inquiries.

Outline of responsibilities

- Act as the first point of contact and work with the Director of Resources on all aspects of the employee lifecycle, ensuring organisational policies are followed and we act in compliance with employment law and best practice, as well as reflecting our own organisational values and culture
- Maintain and update our HR database, including sickness and annual leave records, creating reports and carrying out analysis as necessary
- Coordinate all aspects of recruitment activity from advertising and onboarding to equal opportunities monitoring and reporting
- Support performance management activity through the probation review and appraisal process, ensuring meetings are scheduled and appropriate paperwork completed
- Carry out ID checks for Disclosure and Barring Service checks and keep effective records to support safeguarding monitoring
- Work with the finance department to ensure workforce information is kept up to date, and support the Director of Resources with monthly payroll instructions
- Support the management of the office on a day-to-day basis, including dealing with deliveries and visitors

- Answer the phone, deal with general enquiries and provide support for outgoing mail and deliveries
- Support meetings, away days, staff team days and other events – in the office or elsewhere – including arranging lunch and staff travel as required
- Work with the Office Manager to ensure the office is kept tidy and hazard free, and is a welcoming and effective work environment for all staff
- Be an effective fire warden and first aider, with appropriate training

This outline is indicative and is not intended to provide a complete list of duties. The postholder will also be required to support activities that contribute to the growth and sustainability of the charity, and to the sharing and development of our organisational knowledge.

Person specification

Essential	Desirable
<p>Experience working in an office support team and / or supporting HR</p> <p>Sound understanding of HR theory and good practice</p> <p>Excellent communication skills, and the ability to talk with staff at all levels</p> <p>Ability to multitask and deal with a range of competing deadlines</p> <p>Excellent IT and administrative skills, and attention to detail</p> <p>Ability to deal sensitively and discreetly with confidential information</p> <p>Motivated, proactive and able to think outside the box in unplanned situations</p>	<p>Experience supporting health and safety / fire aid practice</p> <p>Experience of supporting staff wellbeing and wider organisational culture</p>

Summary of terms

Location:	You will be based at our office at 68 South Lambeth Road, London SW8 1RL but able to work from home occasionally – around one day per week – around the requirements of your role, in line with our working from home policy.
Flexible working:	<p>We have a flexible working culture and encourage all staff to work in a way that enables them to be most effective in their role.</p> <p>This role will involve occasional out of hours working and time off in lieu will be granted for any additional hours worked.</p>
Travel:	This role may require national travel. Travel expenses will be paid when incurred in line with our expenses policy.
Safeguarding:	We are committed to safeguarding all those who come into contact with our work and all staff are required to follow our safeguarding policy for children, young people and vulnerable adults.