

Job Description

Job title:	Senior Human Resources Officer
Location:	YMCA Norfolk offices
Responsible to:	HR Manager
Job purpose:	To provide support to the HR Manager in ensuring the smooth running of all aspects of the HR function, deputising in their absence, including responding to general HR queries.

Background

YMCA Norfolk is a longstanding charity with a diverse staff and volunteer group working in a range of back office and front-line roles across the county, in areas such as supported housing, youth and family work and education.

Our aim is to enable transformation in young lives and to do this we need a talented, committed, and passionate team who love what they do and where they work. Our HR team enable that to happen through supporting the people and processes that create a healthy culture where everyone can belong, contribute and thrive.

The role is a key appointment within the team, supporting the HR Manager to deliver across the full range of HR responsibilities dependent on the needs of the team and wider organisation at any given time. The postholder will work closely with other HR colleagues delivering learning & development, payroll and recruitment activities.

Main responsibilities:

HR Management

- Deputise for the HR Manager in their absence;
- Line Manage the Payroll/HR Officer and Staff Health & Wellbeing Officer to sustain a motivated and high performing staff team;
- Oversee the effective planning and delivery of recruitment activity;
- Oversee the onboarding process for new staff and volunteers;
- Oversee staff health and wellbeing activity undertaken by the team.

Support and Advice

- Lead on production, maintenance and promotion of HR resources for the wider staff team including templates, policies and guidance;
- Coach and empower managers to undertake HR related work with their staff in keeping with an 'HR business partner' approach;
- Provide safe and appropriate HR advice to staff, seeking support from the HR Manager or retained legal support, where required.

Quality Assurance

- Monitor HR data systems and utilise reporting to highlight areas of interest to the HR Manager and other managers;

- Support the HR Manager with quality monitoring of HR related practice with staff and volunteers using all available information, making recommendations for improvements as appropriate.

Volunteering

- Encourage the use of volunteers across the organisation, promoting opportunities to grow capacity and capability;
- Market volunteer opportunities externally to get a diverse range of applicants;
- Ensure an accessible and efficient volunteer application process that is open to as wide a range of applicants as possible.

General HR duties

- Undertake administration tasks in support of wider HR team activity as required;
- Actively communicate across the wider organisation in support of the HR team’s role in helping staff to love where they work;
- Support the HR Manager with the review of HR policies and practices.

Christian ethos

- Work in line with the Christian ethos and values of the organisation within the service area;
- Ensure, with the HR Manager, that all policies, procedures and working practices support the Christian ethos and values of the Association;
- Ensure that Diversity and Inclusion is supported in the work of the postholder.

Additional

- Undertake any other tasks that may be required from time to time in accordance with the post holder’s capabilities and the changing working environment.

<p>Scale Staff</p> <p>Sites</p>	<p>Payroll/HR Officer Staff Health & Wellbeing Officer</p> <p>Norwich will be the primary location but regular visits to all YMCA Norfolk sites may be required.</p>
<p>Discretion to Act</p>	<p>The post holder can recommend expenditure for approval by the HR Manager.</p>
<p>Environment</p> <ol style="list-style-type: none"> 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis. 2. Unsocial hours 3. Risk 	<p>In line with other staff, the post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>Occasional projects, meetings and social events will require working evenings and weekends.</p> <p>The post holder works in a normal office environment, so the potential risk is assessed as being low.</p>



Terms and Conditions

Pay:	Band F - £12.26 per hour
Hours:	22.5 to 30 hours per week
Contract:	Permanent
Annual Leave:	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
Pension:	Access to contributory stakeholder pension scheme after 3 months
Notice Period:	1 Month
Conditions of Appointment:	Satisfactory references and satisfactory basic DBS check.
In Service Training:	Time allowed for in-service training, subject to budgetary provision.



Person Specification

Job Title	Senior HR Officer	
Category	Essential	Desirable
Knowledge	K1 – Demonstrable understanding and up to date knowledge of employment law	K2 - Knowledge of HR data management systems.
Skills	<p>S1 - Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts.</p> <p>S2 - Excellent written and verbal communication skills.</p> <p>S3 – Good organisational, time and project management skills.</p> <p>S4 – Be able to work on own initiative.</p>	
Aptitude	<p>A1 - Excellent user of MS Outlook, Word, and Excel.</p> <p>A2 – Highly numerate with the ability to understand and accurately process a variety of calculations.</p> <p>A3 - Attention to detail and rigorous approach to best practice.</p> <p>A4 - Able to demonstrate a clear commitment to excellence in service delivery.</p>	
Experience	<p>E1 – Proven record of provision of sound advice across a range of HR issues</p> <p>E2 - Experience of prioritising a large and varied workload in a time pressured setting.</p> <p>E3 – Experience of working in a busy administrative environment.</p>	<p>E4 - Experience of being a Line Manager</p> <p>E5 – Experience of working in an HR team.</p>
Education	Q1 - GCSE level or equivalent in Maths and English.	Q3 – Evidence of recent relevant training.

	Q2 – Working towards or CIPD Level 3 qualified	
Christian Ethos	V1 - In sympathy with the Christian Identity of the YMCA.	
Personal Qualities	P1 - Able to present self and work effectively. P2 - High levels of honesty, integrity and discretion.	
Circumstances	C1 –Able and willing to occasionally work unsocial hours.	C2 - Hold a full driving licence and have own transport.
Health	H1 - Able to meet the requirements of the post with or without reasonable adjustment.	
Equality and Diversity	O1 – A commitment to supporting equality and diversity.	

