

Job description: People Officer

Duration: Permanent

Salary: O3, London, £28,000 per annum

Location: Flexible

Reporting to: Assistant Director of People

Department: Charity Services

Key working relationships: Charity services team, hiring managers, all staff

Purpose of the job

The person in this role will support the team to provide a comprehensive people service across the full employee lifecycle. They will work closely with the team to deliver a people strategy that enables staff at UK Youth to thrive in their roles to enable them to meet our vision and aims. They will lead on key projects and work closely with the People Manager and the Assistant Director of People to consistently improve and deliver a proactive, professional and effective people function.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

- Implement high-quality core people processes across the employee lifecycle
- Lead on an effective and engaging onboarding process for new staff
- Develop our core processes to enable effective and smooth delivery of the learning and development offer

Other area of responsibilities

Core people team process and policy

- Be a super user of the HR information system, leading on reporting and refining the data we currently hold on Natural HR
- Guided by UK Youth's policies and procedures, assisting with first-line HR queries from employees and managers face-to-face, on the phone and via platforms, e.g. email, Teams
- Delivering excellent customer service through the management of the HR inbox, ensuring all emails are dealt with efficiently and to a high standard
- Collaborate with Finance to deliver payroll ensuring all employees are accurately compensated on time

Recruitment and onboarding

- Work with the People team to find innovative ways to attract and source the best candidates for roles
- Provide Recruitment and onboarding administrative support, including:
 - Producing letters, contracts and other correspondence to a high standard, maintaining charity branding and accuracy across all communications
 - Support our onboarding process, including new starter checks and inductions for staff, contractors and volunteers
 - Implementing guidance in relation to the core recruitment process
 - Leading on the delivery of organisation-wide induction meetings and events
 - Facilitating DBS checks for staff ensuring compliance with the process

Learning and development

- Support the people team with training and development administration and logistics, which includes:
 - Supporting with setup and coordination, e.g. venues, Zoom / Teams invites and rooms
 - When required, supporting the delivery of internal development programmes
 - Collating feedback after each activity and analysing trends and key themes

Employee relations

- Advise employees and partner with managers on people queries regarding policy and process, including contracts, maternity/paternity, probation, performance management, absence management, etc., maintaining the highest levels of integrity
- Provide support to the People Manager on employee relations issues, e.g. taking notes in meetings, arranging meetings and assisting with queries.

Internal communications

- Lead on People and Operations department communications to all staff, e.g. newsletter, updates on MS Teams, MMM (Monday Morning Meeting)
- Design key communications for learning and development activities

Projects and development

- Take responsibility for the implementation of key projects across the people strategy in relation to onboarding, recruitment and learning and development, working closely with the people team and taking direction from the People Manager
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Officer behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach

Person Specification: People Officer

Experience

- Previous generalist experience of working in an HR or recruitment role or similar capacity
- Good understanding of employment law
- Experience of working in a customer-facing role and providing an excellent customer experience
- Previous experience of working with HR and recruitment systems and procedures
- Experience of dealing with sensitive information
- Experience of working across multiple sites (desirable)

Knowledge, skills and understanding

- Strong general administration skills and experience
- Ability to work independently and under their own initiative once given tasks
- Knowledge of HR law and best practice with entry-level CIPD qualifications
- Knowledge of HR legal best practice and demonstrable commitment to developing professional skills in HR, e.g. by obtaining or working towards entry-level CIPD or other relevant qualification
- Experience of using databases
- Ability to work as part of a team, supporting each other to achieve team goals and the ability to build relationships with staff across the organisation
- Highly developed written and verbal communication skills; attention to detail, accurate spelling and good writing, proofing and editing skills
- Excellent attention to detail, organisation and time management skills
- Well-developed IT skills, including Microsoft Office
- Understanding and empathy of the needs of young people and the work of UK Youth
- Ability to work within budgets

Personal qualities

- A pro-active approach, self-motivated and enthusiastic with initiative and commitment to achieving results
- Flexible approach to work and a can do attitude
- Excellent interpersonal, influencing and persuading skills
- Excellent organisation and time management skills

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.