

PILGRIMS HOSPICES – JOB DESCRIPTION

HR Officer

MAIN PURPOSE AND SCOPE OF THE JOB:

The HR Officer will provide an effective and efficient Recruitment & Onboarding, Contracting and General HR service to the organisation. The post holder will proactively assist with the development and achievement of the HR and Organisational Goals by providing a professional and supportive administrative function.

POSITION IN ORGANISATION

Reports to: Head of People, Culture and Volunteering
Location: Canterbury
Working hours: 35 hours per week

DUTIES AND KEY RESPONSIBILITIES

HR Administration

- First point of contact for incoming telephone and email enquiries to the HR Department, answering and directing calls and emails as appropriate.
- Minute taking during HR processes.
- Undertake general administrative duties including filing, photocopying, scanning and data entry.

Recruitment and Onboarding Administration

- Publishing advertisements for vacant positions on job platforms as appropriate.
- Complete application pre- screening for creation of longlist candidates
- Process applications, supporting line managers to short candidates.
- Invite candidates to interview and prepare interview packs for the panel.
- E-mail correspondence with successful and unsuccessful candidates informing them of outcomes.
- Process reference requests and occupational health checks for successful candidates.
- Using our new starters process, coordinate with line managers and others to ensure new starters are set-up and ready to go on their first day of work.
- Coordinate onboarding activity to support a positive transition into the organisation for new starters.
- Collating information for regular recruitment updates to the Executive Management Team.
- Support the development and promotion of the hospice EVP (Employee Value Proposition) to strengthen workforce attraction and engagement.

Recruitment Management

- Support workforce planning activity through vacancy analysis and recruitment trend reporting.
- Work collaboratively with managers to support proactive recruitment solutions for hard-to-fill roles.
- Support the development of recruitment campaigns aligned to organisational workforce priorities.
- Support recruitment managers to design quality adverts for vacancies as required.
- Support recruitment managers to prepare quality interview materials (questions, written tests etc).
- Oversee all pre-employment checks and ensure all new starter files are completed to the required standard prior to employment commencing, including Eligibility to Work in the UK,

Disclosure and Barring Service (DBS) checks, references and supporting documents and ensuring new starter files reflect Care Quality Commission standards.

- Support recruitment marketing activity across digital and social media platforms where appropriate.
- Monitor recruitment metrics and identify opportunities for improvement, and provide recruitment and workforce reports.

Contract Management

Responsible for day-to-day contracting processes by undertaking transactional tasks including:

- Issue contractual documents (based on templates) for new and current employees, using our e-signature service, “*signable*”.
- Support with the digitisation of paper HR-files as we move to electronic filing.
- Producing letters for employees in relation to changes to terms and conditions of employment, including starters documents, leavers letters and uploading the relevant changes to the HR Information system in a timely manner.

HR Systems

- Maintenance of the HRIS, ‘ciphR’.
- Answering technical ciphR queries from staff.
- Running reports as requested by managers from ciphR.
- Responsible for the onboarding and offboarding processes on ciphR.
- Participate in training the workforce on the efficient and accurate use of ciphR.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices’ Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages

- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

PILGRIMS HOSPICES – PERSON SPECIFICATION

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	<ul style="list-style-type: none"> • Significant experience within an administration role • Significant experience of recruitment administration • Experience of HR systems administration 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • A willingness to learn and develop new skills • Strong planning and organisational skills. • A good standard of written and verbal communication skills • Flexible approach to work • Honest and reliable • A positive, 'can do', attitude • An ability to work well within a team and on own initiative • Accuracy and attention to detail • An ability to maintain confidentiality at all times • Ability to identify business critical issues and raise accordingly. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> • A good standard of secondary education, including a minimum of grade C in Maths and English GCSE's 	<p>✓</p>	<p>✓</p>	<p>✓</p>
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • A willingness to undertake any other statutory and mandatory training appropriate to the needs of the role • Ability to travel to other sites within East Kent. 			