

# HR Officer

Department: Imperative Training & TQUK (shared services between two businesses)

Responsible to: Managing Directors

## Job Summary

To partner with Senior Managers to deliver a HR service in line with the needs and priorities of the businesses. Aiming to achieve 100% customer satisfaction and employee satisfaction goals and to work with managers to staff their departments with the right employees who can maximise revenues and ensure staff feel valued.

## Key Accountabilities

- Support and coordinate recruitment activities including:
  - Write job specs –
  - Advertise roles
  - Screen CVs
  - Prepare questions for and assist with conduction of interviews
  - Co-ordinate sending of offer letters/contracts
- Support and coordinate an induction process to include:
  - Health and safety information
  - Introduction to individual job roles
  - Systems and processes
  - Department swaps
  - Business policies and procedures
- Coordinate an ongoing schedule of training and upskilling for existing staff to include:
  - Skills gap analysis
  - Mandatory training including fire safety, health and safety, DSE and first aid
  - Internal knowledge sharing scheme
  - External training courses and qualification enrolment
- Support and coordinate performance management systems to include:
  - Manage the bi annual appraisal process with HODs
  - Manage cycle of monthly one to ones with all staff.
- Maintain and manage personnel files to include:
  - Holidays

- Sickness
  - Return to work interviews
  - Paternity/maternity leave
  - Flexible working requests
  - Exit interviews.
- Support and coordinate employee relationship functions including:
    - Grievances
    - Disciplinarys
    - Performance and capability management
  - Act as main point of contact for external HR company, seeking advice and guidance or support to delivery aspects of own role as required.
  - Maintain an annual and reactive policy review process making updates where necessary. Policy updates – to be done in line with external HR company
  - Oversee succession planning including Standard Operating Procedure development by Heads of Department

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by the Managing Directors.

#### Knowledge and Experience

- Have experience in the complete recruitment cycle including screening, short listing, interviewing, negotiating and closing.
- Excellent communication skills (verbal & written) and ability to liaise effectively with staff at all levels.
- Be a team player with outstanding inter-personal skills, negotiation and organisational skills.
- Have a good command of the English language.
- Be confident communicating and establishing rapport.
- Improve the decision-making process by clarifying and setting goals, sharing perspectives on reality, identifying options and creating a consensus on a way forward. Develop and guide others in professional growth and performance enhancement through assuring

clarity of goals, employing reflective listening skills and facilitating the generation of options and action planning.

- Be fully conversant and up to date with employment law

#### Success Factors

- Staff retention
- Produce accurate work and meet deadlines set for projects and goals
- Time manage between both businesses successfully