Job role profile

Job title: People Officer

Grade: 5

Directorate: Business Services

Reports to: People Manager

Direct reports: N/A

Location: London (Holborn) / Hybrid

Purpose of the job role

The People Officer has responsibility and accountability for the full employee life cycle and is involved in all areas of the Human Resources function to support staff and management at the NHF to be effective in their roles. The People Officer works as part of a small HR team, providing HR/recruitment administration and day to day advice to line managers and employees on general HR related queries, looking to raise standards of service delivery wherever possible. The People Officer works closely with the People Manager, Head of People and the Finance team.

Key responsibilities and duties

Recruitment and onboarding

- Manage the recruitment process and provide support to hiring managers to draft effective recruitment adverts, job descriptions and interview questions.
- Provide managers with advice on resourcing, enhancing the applicant experience and recommend best recruitment strategies.
- Advertise vacancies internally and externally and liaise with external stakeholders to ensure jobs are advertised on relevant additional platforms.
- Lead on the onboarding process for new employees, prepare the necessary documentation and undertake pre-employment checks.
- Support line managers through the induction and probation process.

Training and staff development

- Arrange training sessions for staff and liaise with suitable external training providers.
- Assist with resolving queries regarding staff personal development requests.
- Be the primary contact for the online training platform, administer, monitor usage and generate reports.
- Co-create and deliver in-house workshops on recruitment and benefits and wellbeing.

HR and reporting

- Act as systems administrator for the HR system and be the primary contact for queries on the HR system, ensuring confidentiality and GDPR and other legislation compliance.
- Provide appropriate reports for the purpose of auditing and monitoring employee data and training.
- Manage monthly payroll process, log all organisational changes and submit payroll instructions to the Payroll Officer for the payroll run.

Advice and general admin

- Provide day to day advice to line managers and employees on people policies and procedures and general HR related queries, escalating more complex issues to the People manager.
- Monitor sickness absence and manage OH referrals.
- Manage the HR Admin inbox and generate all standard HR documents and letters.
- Manage the leaver process, ensuring all leaver information is recorded and calculated for payroll purposes, conduct and act upon exit interviews.
- Recommend, research and introduce new benefits to ensure competitive and fit for purpose offering.

Commitment to equality diversity and inclusion

Equality, diversity and inclusion (EDI) are core values at the NHF, and all employees are expected to demonstrate their commitment in line with our EDI strategy Who we are. We are passionate about building and sustaining an inclusive and equitable working and learning environment for all staff. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with others, identify challenges, and to discover, design and deliver solutions.

Health and safety

All staff at the NHF are responsible for strict compliance with our health and safety policies and procedures. All employees are responsible for highlighting concerns regarding health and safety so that suitable action can be taken to rectify the situation.

Person specification

Job requirements	Essential criteria	Desirable criteria
Qualifications and training:	• Educated to GCSE level (or equivalent)	• Level 5 CIPD qualification
Experience:	• Previous HR generalist experience • Proven experience in providing first-line advice and guidance on routine HR policies, processes and practices, annual staff appraisal processes and confidential/sensitive employee relations matters • Previous experience in supporting managers to plan successful recruitment campaigns • Use of HR Information System (HRIS)	• Generalist HR experience gained within the housing sector • Experience managing OH referrals
Knowledge:	• Up-to-date knowledge of employment law and best practice • Knowledge and understanding of recruitment processes	

Skills and abilities:	• Good interpersonal and organisational skills • Excellent written and numeracy skills • Ability to deliver work accurately, within set timescales • Conscientious and proactive approach • Ability to use initiative and deliver expectations with little or no supervision • Able to work as part of a small team • Confidential approach with the ability to form strong, trust-based working relationships at all levels within the organisation • Good decision-making skills • Emotional intelligence with the ability to empathise with others • Ability to take a pragmatic approach to find solutions that suit our workforce • Strong IT skills, skilled in using Microsoft Word and Excel packages • Have a positive 'can do' attitude and flexibility in taking on a variety of tasks, occasionally at short notice to meet business needs	

	• Be innovative and able to generate and be receptive to new ideas • Driven and determined to raise standards of service delivery	
Additional requirements of the job role:	• Be committed to own personal development and undertake relevant training and development	