



# Human Resources Officer

<b>Reports to</b>	Chief Operating Officer
<b>Hours</b>	37.5 hours per week
<b>Salary</b>	£30,000 - £35,000
<b>Contract</b>	Permanent
<b>Location</b>	Bristol (remotely based due to Covid – 19) with occasional travel across UK
<b>Benefits</b>	A generous package including 26 days holiday per year plus public holidays, employee pension scheme with 4% employer contribution, Cycle2Workwork scheme, 365 days a year Employee Assistance Programme

## Who are we?

---

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 13,500 professionals received our training. Over 70,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last four years, over 2,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

## Purpose

---

The successful postholder will be responsible for providing high quality generalist HR services at SafeLives in conjunction with an HR administrator. The HR Officer will oversee the smooth running of key HR operations and you will be instrumental in building a culture amongst our employees that reflects our values through the provision of excellent HR support.

You will provide and develop a range of comprehensive and customer orientated human resources services which support the implementation of SafeLives' human resources strategy. There will be a strong focus on supporting the embedding and development of our culture and behaviours; employee recognition and performance measurement/management; learning and development and developing management and leadership capability across the organisation.

You will be the lead operational HR professional, supported by the COO on strategic matters and a full-time HR Administrator on transactional matters. The successful postholder will also have access to an external legal and HR consultancy support when needed.

## Position context

---

This post is situated in the Central Team which is made up of HR, Finance, Personal Assistant Team and Project Management.

## Responsibilities

1. Oversee smooth running of key HR operations and deliver business focused, generalist HR support and advice to the full SafeLives team
2. To live and promote the SafeLives culture and values by reflecting these in all HR work and behaviours
3. To contribute to the organisations Equity, Equality, Diversity and Inclusion action plan and to drive delivery of the HR sections of this plan
4. Advise managers on management practice and ensure managerial compliance with policies and procedures
5. Be the first point of contact for all complex employment related queries from staff and Managers, resolving them where applicable and escalating to the COO as and when appropriate
6. Line management of the HR Administrator, Facilities, IT and Compliance Officer and Office Administrator roles, ensuring they are well equipped to deliver their role and support the wider HR/Central team and colleagues to get the right information and response in a timely manner.
7. Develop and review SafeLives' recruitment strategy and procedures and oversee the HR Administrator's implementation of our end-to-end recruitment process.
8. Personally oversee the recruitment of SafeLives Trustees as required.
9. Develop and review SafeLives L&D strategy, budget and procedures and oversee implementation of an organisation Learning and Development plan.
10. Devise and deliver training on HR topics to Line Managers and employees.
11. To support the implementation and development of the Reward & Recognition strategy, working closely with the COO and wider teams to identify and deliver meaningful opportunities to recognise achievement and high-quality performance or delivery
12. Be a regular committee member of the SafeLives Culture Group and contribute accordingly.
13. To support the implementation of the performance management policy, in particular overseeing the appraisal process, ensuring they are conducted consistently, offering training, support and guidance as required, ensuring continuous improvement,
14. Have managerial oversight of the starter and leaver process (DBS checks, Occ Health referrals, inductions and exit interviews) and analysing information received.
15. Work with a dispersed workforce to ensure high levels of engagement and identify and address issues and solutions related to employee engagement, mental health and wellbeing.
16. Research, review and advise on policies and paperwork, ensure they are up to date and appropriate.
17. Liaise with external HR consultancies or legal advisors to ensure the organisation receives appropriate advice and support and coordinate actions arising.
18. Oversee the management of the contractual paperwork processes and ensure that all required documentation or authorisations are issued obtained and that these are stored accurately and centrally.
19. Analysing, preparing, and reporting on HR Statistics on a quarterly basis.
20. Contributing to actioning HR initiatives aligned to the delivery of SafeLives EEDI Plans.
21. Advise and provide support for disciplinary/competency processes.
22. Project work and other HR support as required with particular focus on continuous improvement of the HR service provided.
23. Maintain an accurate and secure audit trail of all relevant communication and ensure that all work is compliant with data protection law.
24. To engage in a constructive and effective way with all survivors of abuse, through calls to the office, Pioneer interaction, colleagues and any other interaction we have in our day to day work
25. Undertake any other duties as may reasonably be required.
26. Takes responsibility for promoting and safeguarding the welfare of the children and/or adults at Risk and/or survivors of domestic abuse that they are responsible for, or comes into contact with in line with the SafeLives Safeguarding policies

## Person specification

### Experience

1. Proven ability to deal with the full range of generalist HR issues, in particular reward and recognition, learning and development, performance management, recruitment, and employee relations
2. Experience of implementing effective Equity, Equality, Diversity and Inclusion policies and processes

3. Experience of working at Advisor or equivalent level
4. Confident dealing with range of internal and external senior stakeholders.
5. A calm, organised and logical approach to work.
6. A true generalist background, with a proven track record of delivering effective change initiatives and implementing innovative solutions.
7. Strong working knowledge of employment law issues and the ability to apply these to a variety of situations using a pragmatic and common sense approach.
8. Experience of working to a budget.
9. Experience of working in the not for profit/charity sector is advantageous as is experience of working with a dispersed workforce.

### Skills

1. CIPD qualified to level 5 or equivalent professional experience

### Competencies

#### Delivering quality

- Self-starter with the ability to use initiative and judgement to identify problems and propose solutions
- Good organisational skills including the ability to manage multiple projects and meet tight deadlines
- Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it
- Tries out new ideas and ways of working and identifies and shares learning.

#### Teamwork

- Works effectively as part of a team to deliver shared objectives and to build team spirit
- Supports colleagues in demanding situations, recognises the importance of well-being in self and others, accepts help and support from other team members
- Listens to the views of others

#### Communication & Relationship management

- Builds and maintains good relationships with a range of internal and external stakeholders
- Speaks and writes clearly and effectively and in a timely manner to both internal and external audiences
- Tailors communication to suit the audience

#### Influence

- Inspires confidence and trust– demonstrating high standards of integrity, honesty and fairness
- Actively engages the knowledge, ideas and contributions of others.

#### Innovation and creativity

- Looks for ways to improve current practice
- Tries out new ideas, working practices and technologies to improve own ways of working

#### Teamwork and collaboration

- Understands the benefits of teamwork and contributes willingly
- Works towards shared objectives
- Shows flexibility and works with collective decisions

#### Communication and relationship management

- Uses appropriate techniques to influence others
- Communicates professionally internally and externally, both written and verbal
- Builds good relationships with a range of suppliers and external stakeholders to improve service delivery
- Maintains confidentiality

#### Self-management

- Plans and prioritises work effectively, with the ability to manage complex projects and multiple deadlines
- Takes responsibility for own workload.
- Is solution rather than problem focussed

- Flexible approach when dealing with colleagues and external stakeholders

#### Goal orientation

- Demonstrates an understanding of how their own role contributes to achieving SafeLives' goals
- Is responsive to change which helps achieve goals
- Pursues tasks/goals with energy, drive and need for completion

#### Equality and Inclusion

---

SafeLives is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns. We are keen to have staff that appropriately represent all the communities we serve as an organisation.

#### Lived Experience

---

We believe there is no 'them and us' in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support. If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.