

HR and Support Officer Job Description

Location	Bradford
Post	HR & Support Officer
Salary	£24,000 (per annum, pro rata, based on a 37hr FTE)
Hours	22.5
Accountable to	Director/Board
Responsible for	N/A

Organisation Expectations

To work as part of the overall Cancer Support Yorkshire team, and work towards achieving the objectives and vision of the organisation through:

- Providing pro-active operational support across the whole organisation ensuring efficient administration and maintenance of HR activities, with access to external HR support
- Effective support of employee relations and successful delivery of HR strategy
- Contributing to the development of and increase capability of more junior members of the organisation
- Providing day to day management of Head Office functions including HR Administration, Internal Communication, Support to the Director and the Trustee Board
- Managing governance issues on behalf of the Trustee Board
- Supporting all functions through the communication of policies, central information, and management/HR information
- Supporting efficiency improvement, and income generation, to ensure the sustainability and development of the organisation

Outline of Post

1.	Management of general HR office systems, policies and procedures
2.	Provide administration support for all Human resources requirements
3.	First Line advice regarding policies/procedures /HR matters
4.	Provide Administration support to the Director and the Board including preparing Board papers and minutes and other Director led meetings as required.
5.	Identify HR strategy, practices and key performance indicators to support & underpin business strategy; assist in monitoring and control of critical success factors against strategy map and reporting of statistical data and HR metrics; including data for Board Report;
6.	To coordinate facilities management of the organisation's premises and facilities, including liaising with internal and external stakeholders
7.	Support the Director and the Board through monitoring the governance of policies and procedures and identifying issues to the Director and the Finance and Governance Committee
8.	To support internal staff communications, including all aspects relating to the CSY website
9.	Day to day responsibility for monitoring and control of recruitment and selection activities including agency negotiation and arrangements, overseeing recruitment and administration for all employees and volunteers, including DBS checks and records. Also responsible for design and development of associated processes and documentation
10.	Update terms and conditions & develop policies and practices/procedures in accordance with current legislation and business/operational needs with a focus on continuous improvement.
11.	Support performance review activities – responsibility for day to day monitoring and control of appraisal roll outs and job description updates; monitor appraisal assessments and grade reviews.
12.	Maintain HR records and produce reports i.e. Absence, Holiday Management etc.
13.	Support and assist in organisational change, restructuring and development activities
14.	To be the lead on data protection for the organisation
15.	Ensure all data is backed up appropriately
16.	Attend and contribute to staff meetings and one to one supervision, and undertake training as necessary

17.	Assist in managing health surveillance programme
General Requirements	
Eligibility to work in the UK	
Demonstrate understanding and commitment to equal opportunities and diversity	
To work within Cancer Support Yorkshires policies and procedures at all times	

HR and Communications Officer Person Specification

	Essential {insert cross where appropriate}	Desirable {insert cross where appropriate}	Identified by A = application form I = interview E = exercise
Approach			
Credible and confident approach working closely with management team	X		
Able to manage time effectively and deal proactively with HR matters	X		
Able to use own initiative as well as be a constructive member of the team	X		
Honest, reliable, consistent and non-judgemental towards staff and clients	X		
Tactful, diplomatic and discreet	X		
Have a solution focused attitude	X		
Good communicator/interpersonal skills able to influence at all levels	X		
Ability to drive cultural change	X		
Sense of humour and positive attitude to challenging behaviours		X	
Demonstrate a willingness to raise funds for the organisation and to ensure all clients are aware of our need to continue to raise funds		X	
Demonstrate empathy for people affected by cancer		X	
Knowledge and Skills			
Ability to make decisions, prioritise work when working to deadlines and work on own initiative	X		
HR experience	X		
Has competent numerical skills and shows good attention to detail	X		
Demonstrate a commitment to the organisation and its future	X		
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	X		
Experience			
Experience of working in a demanding HR role	X		
Experience of the issues relating to Charity governance and regulatory requirements		X	

Experience of working with senior management and governing bodies		X	
Good verbal communication skills with the ability to communicate effectively at all levels	X		
Good written communication skills and ability to write reports to a variety of audiences when required	X		
Experience of working within a voluntary organisation or similar	X		
Experience of working with volunteers		X	
Circumstances and personal			
Willingness to work flexibly to meet the needs of the organisation		X	