

## **JOB DESCRIPTION**

**Job Title:** Human Resources Officer

**Responsible to:** Director of Finance and Resources

**Responsible for:** N/A

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### **Responsibilities**

The role holder will be responsible for providing high quality human resource advice and support across the organisation in a variety of challenging and complex scenarios. With appropriate proactivity and independence, they will be the HR go-to-person supporting the Director of Finance and Resources delivering day-to-day operational HR activities.

### **Recruitment and On-boarding**

- Lead on the management and delivery of ARB's recruitment and selection processes, working with the managers and stakeholders to determine the best approach. They will have responsibility for the full recruitment cycle, from identifying the advertising approach through to candidate feedback and final appointment decisions. Including, but not limited to, preparing job descriptions, briefing recruitment agencies as necessary, identifying selection methodologies and ensuring interview questions are relevant and fit for purpose.
- With line managers, co-ordinating the onboarding process for successful candidates including appropriate pre-employment checks and preparation of the employment contract and new hire paperwork.

### **Payroll & Employee Benefits**

- Preparing and executing monthly payroll for all staff and non-executives, ensuring information is received and actioned by the monthly payroll cut -off dates.
- Be responsible for the benefits literature, ensuring it is up-to-date and communicated to all staff, managing all queries.
- With the Director, liaising with the benefit providers and sharing information and dealing with queries as required.
- Management of the administration of staff benefits, including calculation of entitlements.

### **Employee Relations**

- Provide operationally focussed advice to managers on the full range of HR issues including grievance, disciplinary (up to potential termination), performance management and sickness absence, escalating and/or highlighting risks where appropriate.

- Build strong working relationships at all levels, pro-actively engaging with staff and line managers at early stages to prevent the escalation of employment related issues.
- Advising managers on potential termination processes.
- Support disciplinary and grievance processes, attending meetings as and when required.

### **HR Reporting**

- Ensuring accurate and proper record-keeping of employee information in electronic and digital formats, in keeping with Data Protection legislation including maintaining and entering data into the ARB HR system.
- Review and analyse people data to provide bespoke reporting for the Senior Leadership Group and Remuneration and Appointments committee.
- Provide initial ideas and recommendations on areas such as equality and diversity data trends.

### **HR Policies and Procedures**

- Review and draft HR policies and procedures, ensuring they are up-to-date, compliant with the latest legislative and employment law requirements and are operationally fit for purpose.
- Where necessary, work effectively alongside external HR delivery partners to ensure that internal ARB requirements are delivered to the required standard.
- Ensure HR procedures are easily accessible to all staff and provide advice and guidance as necessary.
- Support the performance management and appraisal process, providing advice and guidance to line managers and staff in the lead up to, and during the process.
- Provide operational guidance notes around key processes and procedures to enable employee understanding and compliance.

### **Other**

- Other such relevant or related duties which may be required from time to time
- Working collaboratively and flexibly to assist within the office to meet demands of throughput of work across ARB.

## Person Specification

### Experience

- Experience of independent and cross team working within an HR department.
- Qualified to a minimum of CIPD level 3.
- Working knowledge of employment law and legislation.
- Experience of coordinating and managing all aspects of the recruitment cycle.
- Experience of GDPR compliance around confidential and personal information.
- Experience of managing HR data analysis and producing reports for easy interpretation for the senior leadership team.
- Experience of working in a proactive environment to deliver a high-level HR service.
- Some experience of managing payroll and pensions calculations including employee benefit entitlements.
- Some experience of managing grievance and disciplinary processes.

### Key Skills

- Honed communication skills (written and verbal) with an ability to deliver professional yet complex and challenging messages at a senior organisational level.
- Excellent interpersonal skills with a seamless ability to adapt the style to the audience.
- An ability to influence and negotiate challenge to ensure the best outcome.
- Strong organisational skills with an ability to work quickly and accurately to meet tight deadlines, often under pressure whilst managing stakeholder expectations.
- Ability to be flexible and adaptable as circumstances and priorities change both internally and from an evolving external environment.
- Ability to use initiative to provide options and solutions to issues and challenges, understanding when to appropriately escalate.
- Have a style and approach that is sensitive but also directive in situations where there are different, sometimes divergent viewpoints which must be respected to make progress.
- High level of personal credibility and integrity which generates trust and confidence.
- Tact and diplomacy to work with confidential information and build relationships.
- High levels of numeracy with accuracy and attention to detail
- Proficient in MS Excel, MS PowerPoint, MS Word, and SQL databases

### Core Competencies

<b>Organisational Management</b>	<ul style="list-style-type: none"> <li>• Manages workload independently, with the ability to react to changing and varied priorities and coordinate a range of concurrent outcomes.</li> <li>• Works systematically and effectively to ensure that all operational matters are delivered within agreed timescales.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Manages unexpected events professionally, using initiative, while being aware of when it is appropriate to escalate.</li> <li>• Demonstrates a resilience and flexibility to deal with changing priorities and demanding situations.</li> <li>• Understands the context in which ARB operates and its values.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Contributes to a culture of continuous improvement.</li> <li>• Shows an awareness and application of the Nolan principles of standards in public life.</li> <li>• Provides a professional customer focused approach to all stakeholders.</li> <li>• An approachable, enthusiastic team player who likes to work in collaboration with others as well as able to work on their own initiative.</li> <li>• Displays passion, empathy, tact and determination in the provision of the HR service, ensuring it is professional and to the highest level.</li> <li>• Ensures exceptional discretion when dealing with confidential data and sensitive information or situations.</li> <li>• Provides a professional and compliant HR service.</li> </ul>
<b>Communication and Interpersonal</b>	<ul style="list-style-type: none"> <li>• Highly professional; acts with appropriate autonomy and accountability and in line with the ARB values.</li> <li>• Demonstrates an adaptable delivery style to best suit the stakeholders or situational requirements.</li> <li>• Ensure all written communication is concise, reflects the needs of the audience and is timely.</li> <li>• Demonstrates tact and professionalism in challenging conversation and is able resolve issues objectively.</li> <li>• Listens to and shows respect for the opinions of others.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Able to contribute constructively and effectively to the development of HR policy and procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>• Leads on the communication of complex employment law or legislative requirements in an accessible format.</li> <li>• Is the source of HR advice and guidance within the organisation.</li> <li>• Pro-actively leads engagement with line managers and staff to deliver operationally.</li> </ul>
<b>Analytical Development</b>	<ul style="list-style-type: none"> <li>• Appropriately utilises ARB people data to make suggestions around policy development and organisational improvement.</li> <li>• Makes effective use of IT programs and databases to deliver quality documentation and record keeping.</li> <li>• Demonstrates professionalism and discretion when handling sensitive, and confidential information.</li> <li>• Developing professional expertise within own area and field of regulation.</li> </ul>

## Values

ARB's organisational values were set by our staff team in 2018 and we look to its employees to demonstrate the following qualities:

**Be Positive:** Contribute to a positive environment for you, your colleagues and the users of our services

**Be Brave:** Be courageous and proactive in all that you do

**Be Supportive & Honest:** Demonstrate an open, co-operative and respectful attitude in all your exchanges to build effective working relationships which are built on trust

**Be an Expert:** Take ownership, grow and share your knowledge

**Strive To Do Better:** Set high standards for yourself and for ARB and always look for ways we can improve

## Development

All staff are required to develop themselves through training. They are also responsible, in conjunction with their Line Manager, for identifying any training and development needs they and those they work with might require.

Postholder:

Date:

Manager:

Date: