

# WOULD YOU LIKE TO SUPPORT OUR HR SERVICE?

Please have a read through the following information along with the Job Description and Person Specification included below – Think about if joining our great team is right for you!!

# ABOUT US

Watford Mencap supports over 800 people with learning disabilities and their families in South West Herts. We are affiliated to Royal Mencap but are a self-funding and independent local charity that has provided services and support to local families for the past 70 years. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them towards fulfilling their life ambitions.

We currently operate across 11 sites in Hertsmere, Three Rivers and Watford. It’s an interesting time of change for the charity, having recently bought a new building in central Watford to bring together our charity’s head office and children’s centre along with plans to develop a range of brand-new community activities at the Hub.

Our drive is to deliver services that are both person-centred and efficient, sustainable and diverse. There are always new challenges so we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ around 170 staff and provide support and services to over 800 people with learning disabilities and their families including residential services, outreach services, children’s services and leisure services for adults.

This is an exciting time to be joining Watford Mencap. You will join the small HR team to play an important role in providing a full HR service to the organisation. This will involve recruitment, training, payroll, employee relations and compliance. You will ensure that we have trained and well supported staff in the right project at the right time.

This role will enable you to build great relationships with our project managers and further enhance our HR service to deliver a stable recruitment pipeline, organise training and support compliance, payroll and employee relations. You will work 30-37.5 hours, over 4-5 days a week. You will be office based with the occasional requirement to visit other sites.

As an employer, we have Silver accreditation to Investors in People and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervisions and annual appraisal, as well as coaching and mentoring. We value our workers and have a range of staff benefits as well as a competitive salary. In 2018 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.

**OUR VALUES**

We are **INCLUSIVE.** People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society

**HR Advisor**

# ImageJob Description

# About the role

People – it’s what we do. We rely on around 170 people to provide support to the 800 families that we help in SW Herts.

The main focus of this role is to support the HR service in all aspects of the employee lifecycle, from recruitment and onboarding to retention and exit processes.

This is a generalist role so there is a lot of variety in the work. Reporting to the HR Manager you will attract and recruit staff, ensuring their recruitment meets safe recruitment guidelines, organise training and support onboarding, support the maintenance of the online training system and records, undertake HR audits to ensure compliance with contractual requirements, organisational policies and legislation. You will maintain employee records, contracts, and HR systems accurately and support payroll processing through the collation of departmental information. You will support the implementation of policies and procedures to ensure they are up to date with legislation and aligned with the organisation.

You will provide advice and support to managers on application of policies and procedures, grievances, disciplinaries, absence management and performance issues.

You will be the first point of contact with job applicants, conducting telephone pre-screening interviews and provide some support to managers with interviews and assessments. You will liaise with third parties such as schools, colleges and universities, agencies and local community groups to build networks for sourcing candidates, making presentations and attending job fairs to showcase the opportunities available within Watford Mencap.

You will gather key performance data on recruitment and regularly work with managers to identify and review the recruitment needs across the organisation and the best way to fill those gaps, particularly the split of casual, full time and part time staff. Providing advice to the managers on how to recruit, retain and deploy casual workers. You will review recruitment material and work within organisational policies and procedures.

You will work closely with your colleagues in the HR team to keep them informed of the recruitment pipeline so that pre-employment checks are progressed safely and quickly and applicants are onboarded smoothly and swiftly.

It’s essential that you enjoy communicating and building excellent relationships with people both internally and externally. That you have strong attention to detail and are able to deal with confidential matters sensitively and professionally.

You will work closely with the HR Manager to deliver the HR service, including planning recruitment campaigns, attending job fairs and establishing new ways of recruiting within the local community.

It is essential that you are confident to work on your own, resilient and able to meet tight deadlines in this varied role.

The post is based in our Head Office on Langley Road in Watford with excellent links by public transport and to M25 and M1.

**Duties and Responsibilities:**

**Job Description**

**Reporting to: HR Manager**

**Reports: None**

**Main purpose of the job**

* To deliver timely and accurate advice and administration across all aspects of the employee lifecycle, from recruitment and onboarding to retention and exit processes.
* To support the HR Manager in the smooth delivery of a high-quality HR service.
* To be the first point of contact in HR, responding to employees, line managers and recruitment candidates in a timely manner.
* To support and maintain HR systems and processes ensuring efficiency and effectiveness. Suggesting improvements for streamlining.
* To build effective working relationships with stakeholders.

**Recruitment**

Attracting, recruiting, screening and interviewing job applicants to ensure vacancies are filled quickly.

Working with the HR Manager and other managers to plan and deliver recruitment campaigns and establishing new ways of recruiting within the local community.

Establishing good links with local schools, colleges, universities and other local community groups to advertise work opportunities at Watford Mencap, including participating in job fairs, making presentations to groups, hosting open days, showcasing what we do to raise our profile as a local employer.

Reviewing and developing recruitment material including adverts, printed brochures and leaflets, website, social media, presentations, interview question templates and assessments etc.

Collating data on the performance of recruitment, including advertising rate of conversion to hires, speed of process etc.

Acting as first point of contact for adverts, candidates in the pre-employment stages and referral programme (Care Friends).

Developing positive relationships with all workers – identifying ways to encourage and increase availability and encourage to work across the organisation to broaden their skills, experience and to meet Watford Mencap’s needs.

Processing pre-employment checks in line with safe recruitment guidelines and internal processes.

**Training**

Supporting the maintenance of our on-line training management system. Setting up new users and processing leavers on the system, updating records with face to face training. Supporting users with queries and troubleshooting.

Supporting managers in ensuring staff are completing their mandatory training.

Coordinating regular training sessions for face to face training (normally quarterly), sourcing providers based on cost and provision, setting it up as an event through the on-line training management system, supporting managers to identify staff requiring training.

Monitoring mandatory training requirements for all staff and liaising with managers to ensure timeliness of training completion.

Claiming workforce development funding for training undertaken in a timely manner, ensuring this is done in the most cost beneficial way.

**Induction**

Supporting managers with the induction and onboarding of new starters, by monitoring completion of training and induction checklist and providing advice and support to managers, referrals to HR Manager where applicable.

**Compliance**

Ensuring recruitment and pre-employment checks are compliant with safe recruitment guidelines and comply with contractual requirements.

Undertaking regular file audits to ensure evidence of safe recruitment is retained and processes and practices are compliant with employment law, organisational policies, regulatory frameworks and contractual service requirements including The Care Act, Health & Social Care Act, Health and Safety law, Fire Safety Legislation, Mental Capacity law and regulatory frameworks including Care Quality Commission and East of England ADASS standards.

Monitoring and taking action as appropriate in all areas of compliance such as; Working Time Directive and training according to placements.

**Payroll & Pensions Support**

Support payroll processing through the collation of departmental information in a timely manner. Prepare, input & check payroll documents, using excel and payroll database (iHCM) to ensure records are accurate and up to date. Calculating payments & deductions.

Ensure contractual and sickness data is accurate and systems are up to date.

Support staff with resolving payroll queries and accessing their online payslips, including troubleshooting.

Coordinating pension membership through administration of postponement, joiners and leavers letters.

Support coordination of health cash plan and referral scheme and other benefits as applicable.

**Administration**

Maintain employee records, contracts, and HR systems accurately.

Produce contracts and contract changes in a timely manner.

Monitor relevant inboxes and respond accordingly, flagging up to HR Manager relevant issues.

Take notes in Staff Forum and employee relations meetings.

Supporting the collation and preparation of the staff newsletter.

**Policies & Procedures**

Support the implementation of policies and procedures to ensure they are up to date with legislation and aligned with the organisation.

**Employee Relations**

Provide advice and support to managers on the application of policies and procedures, grievances, disciplinaries, absence management and performance issues.

**General**

Support with the production of regular management information and reports including vacant hours, agency staff spend, absence etc.

To keep abreast of changes in HR and recruitment including DBS guidelines and processes; right to work guidelines/policy.

Provide reception cover once a week according to a rota, meeting and greeting visitors and directing them to the relevant staff, answering the telephone and putting calls through across the head office.

Provide good customer service at all times.

Support the development of existing and new HR processes and organisational initiatives such as managing retention to reduce staff turnover.

Building relationships - with managers throughout Watford Mencap, developing a good knowledge of all projects’ current and future needs and processes.

Building relationships with external stakeholders such as training providers and staffing agencies.

Embrace diversity – Actively promote and work within Watford Mencap’s equal opportunity, diversity and inclusion policy at all times.

Be flexible - Undertake such additional duties appropriate to the post and to support the organisation’s wider goals by working flexibly across the organisation from time to time as determined by your manager.

Report any significant/ notifiable events or concerns through line management channels, including when working out of hours if needed.

Develop and maintain positive working relationships with your stakeholders, including residents and their families, Watford Mencap colleagues, CQC and authorities.

Any additional duties reasonably expected within this level and role.

**This job description may be reviewed annually to meet changing service requirements.**

**Person Specification**

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| --- | --- | --- |
| **Qualities required**  | **Essential** | **Essential** **or Desirable** |
| Values  | Able to demonstrate a genuine commitment to the Values and goals of Watford Mencap  | Essential |
| Education and Qualifications | CIPD level 5 (or working towards) | Essential |
| Evidence of continued professional development | Essential |
| Experience  | Minimum 2 years’ experience in an HR role, ideally within health & social care or a regulated industry | Essential |
| Previous experience of working in a social care or health care setting  | Desirable |
|  | HR / payroll / Training Management system experience  | Essential |
|  | Coordinating training, development and induction | Essential |
|  | Experience of dealing with stakeholders (e.g. staffing agencies, training providers) | Essential |
|  | Experience of HR admin, including working with and maintaining HR and payroll databases | Essential |
| Knowledge | Knowledge of HR processes & best practices | Essential |
|  | Knowledge of UK employment law  | Essential |
|  | Knowledge of the health and social care sector labour market and challenges faced in the recruitment of health & social care professionals | Desirable |
| Skills and Abilities | Excellent IT skills required to be able to manage own administration and be confident to use relevant IT systems (including MS Teams, Excel, Outlook, Web-based databases, payroll system (iHCM), online learning management system (Click)). | Essential |
| Strong communication skills and you able to give advice to managers on HR policy and procedure | Essential |
|  | Report writing and analytical skills | Essential |
|  | Highly organised & good time management | Essential |
|  | Able to prioritise own workload | Essential |
|  | Good problem-solving skills | Essential |
|  | Strong attention to detail: required for preparing contracts and payroll | Essential |
|  | Excellent telephone manner & confident speaking to people on the phone | Essential |
|  | Self-sufficient in own admin | Essential |
|  | Able to demonstrate the ability to work consistently to processes accurately. | Essential |
|  | Able to work well independently and in a team | Essential |
| Personal Qualities | Excellent interpersonal skills  | Essential |
|  | Able to build strong relationships with managers | Essential |
|  | Able to deal with sensitive and confidential information professionally | Essential |
|  | Ability to motivate, influence and encourage others | Essential |
|  | Resilient and able to work calmly under pressure to tight deadlines | Essential |
|  | Flexible and adaptable team player with a “can do attitude” | Essential |
|  | Occasional project visits across South West Herts and attendance at events as required to fulfil the duties of the role  | Essential |
|  | Able to remain positive and deal with issues fairly and consistently | Essential |
| Additional requirements  | Car driver with ability to travel across sites | Essential |

**Our Values**

To be successful in this role we expect you to share and live our values:

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| **Value** | **Behaviour** |
| **Inclusive** | You involve the people we support to live the life they choose by encouraging them to get involved in the recruitment of new staff.  |
| You listen to the views of the people we support and include their views in your planning.  |
| You are able to communicate effectively with people with a learning disability, adapting your approach to the needs of the person at the time. |
| **Respectful** | You demonstrate through your actions respect, dignity, diversity, and privacy for people you support. |
| You develop and maintain effective working relationships with people we support, their families, colleagues and partner organisations. |
| You work flexibly and can adapt to changes in workload as necessary. |
| You can bring your team and people you support with you. |
| **Welcoming** | You can communicate with a range of people with differing abilities. |
| Develop and maintain a welcoming atmosphere for the people you support and their families. |
| You are welcoming and warm to visitors, and colleagues, building a rapport quickly.  |
| **Progressive** | Keep your HR & social care knowledge and skills up to date. |
| Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately. |
| Manage HR service efficiently and effectively. |
| Strong financial skills used to ensure best value for money. |
| **Challenging** | Professionally challenge prejudices that cause barriers for people living with learning disabilities. |
| Able to positively challenge colleagues to ensure recruitment & application of policies and processes is fair. |