

Job Opportunity: Human Resources Officer

citizens
advice

Derbyshire
Districts

Hours: Negotiable (in the range of 22.2 to 37 per week)

Salary: £28,000 per annum pro rata

Contract: Permanent

Base: Home/remote flexible working pattern with travel to Buxton or Matlock as required

We are looking for a key individual to join our organisation to provide human resources support to the senior team. We are looking for an experienced individual that can assist us to develop and implement a more streamlined and universal approach within our HR function.

To be successful in this role, you will need strong communication and interpersonal skills, the ability to systematically manage a varied workload, prioritise and meet deadlines under pressure whilst maintaining a high level of attention to detail. You should be a strong team player with the ability to take a brief, ensure the task is understood and then work independently.

Terms and conditions

Annual leave: 35 days annual leave per year, including Bank Holidays and four days Christmas Shutdown. Additionally, there is a long service leave of 1-5 days after 4-8 years' service. We also offer an annual leave purchasing/selling scheme.

Pension: Auto enrolment into an approved pension scheme. 6% contribution by the organisation, 2% contribution from staff member.

Sick pay: 3 months full pay and 3 months half pay (dependant on length of service).

Other benefits: Employee assistance programme, including perks

At Citizens Advice Derbyshire Districts we provide free, confidential, impartial and independent advice and information on a wide range of subjects. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

The successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. Please get in touch to see our policy on criminal background

**To view and download the recruitment pack visit:
www.citizensadvice.derbyshiredistricts.org.uk/get-involved/join-our-team/
Please complete and return the application form to hr@ddcab.org.uk**

**Closing date: 9am, Monday 11 July 2022
Interviews: w/c 18 July 2022**



**Derbyshire
Districts**

Human Resources Officer

Information pack

Thanks for your interest in working at Citizens Advice Derbyshire Districts. This information pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Derbyshire Districts
- The role profile and personal specification
- Terms and conditions
- What we give our staff
- Guidance notes for completing the application

Want to chat about this role?

If you want to chat about the role further, you can contact Chloe Doxey by emailing chloe.doxey@ddcab.org.uk.

Completed applications to be sent to hr@ddcab.org.uk

Closing date: 9am, Monday 11 July 2022

Interviews: w/c 18 July 2022

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Derbyshire Districts works

Derbyshire Districts operates across four Local Authority areas in Derbyshire (Amber Valley, Derbyshire Dales, Erewash and High Peak). We are a large and progressive organisation with seven offices spread throughout the districts. Our main office locations are Buxton, Ilkeston and Matlock. We are an independently funded charity receiving a number of different grants and contracts to fund our work.

Derbyshire Districts currently has a staff population of approximately 70 individuals and volunteer team of 150. The organisation is managed by the Chief Officer with a team of two senior operations managers, a finance manager and an office/service manager.

Derbyshire Districts is a large organisation in Derbyshire with an average income of approximately £2.5 million.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

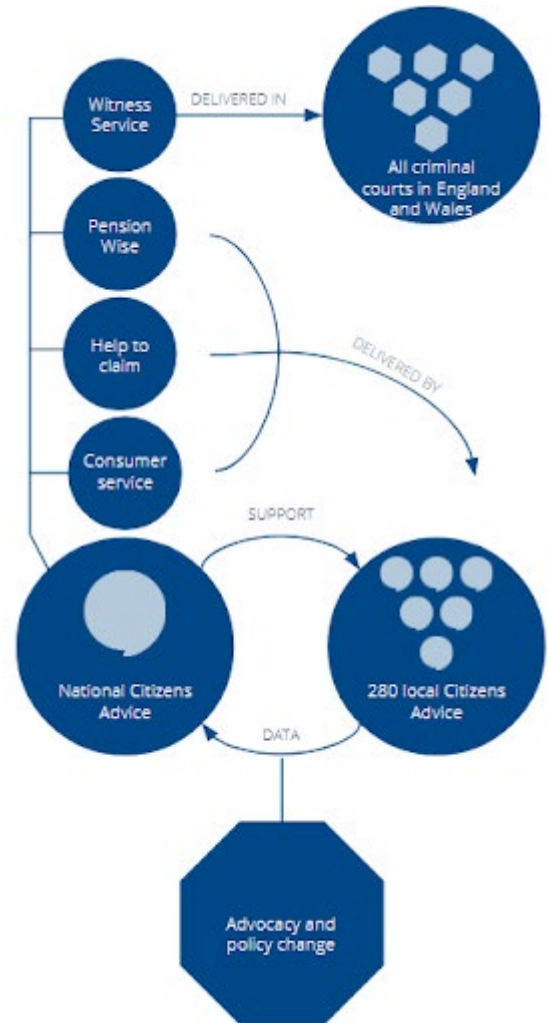
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





The role: Human Resources Officer

We are looking for a key individual to join our organisation to provide human resources support to the senior team. We are looking for an experienced individual that can assist us to develop and implement a more streamlined and universal approach within our HR function.

Main duties and responsibilities

- Support the senior management team in the ongoing development and implementation of HR initiatives, systems, contracts, policies and procedures
- Provide expert advice on HR matters in terms of current policy and procedures, good industry practise and legal compliance
- Be actively involved in recruitment by preparing job descriptions, posting adverts and managing the hiring process including checking right to work and DBS checks
- Create and implement effective onboarding plans
- Lead on absence recording and monitoring, assist with absence management procedures and advise on all absence related matters according to policy guidelines
- Oversee and monitor the staff appraisal and one to one process
- Support the training team with development of training and development programs
- Responsibility for the ongoing production and updates to employment contracts, employee handbooks etc
- Responsibility for monitoring annual leave entitlement
- Create and implement effective exit plans
- Assist in performance management processes
- Support the management of disciplinary and grievance issues
- Maintain physical and digital personnel records according to policy and legal requirements, in liaison with payroll including annual leave entitlement
- Produce management reports and presentations on HR-related metrics to monitor key issues such as attendance, diversity etc
- Review employment and working conditions to ensure legal compliance on an ongoing basis
- Respond to employees' questions about benefits, policy and procedures

Other duties and responsibilities

- Promote equality and diversity as part of the culture of the organisation.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Ensure that work undertaken reflects and supports the Citizens Advice service's equality and diversity strategy.
- Any other relevant duties required to ensure the smooth running of the organisation.

This job description is not exhaustive or exclusive. It is intended as an outline of the areas of activity and will be amended considering the changing needs of the organisation.



Person specification

Essential Criteria

- Recent experience of working within a similar role or function within human resources.
- Ability to write clearly and accurately, communicate effectively face to face and on the phone.
- Ability to understand and interpret lengthy and complex reports and information.
- Ability to work within a fast-paced environment and to prioritise as appropriate.
- Ability to work remotely with minimal supervision.
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records.
- Ability to prepare high quality written reports.
- Ability to manage edit format documents to a high standard.
- Ability to take a brief, ensure the task is understood and then work independently.

Desirable Criteria

- CIPD/Working towards CIPD or equivalent qualification.



Terms and conditions

Hours: Negotiable (in the range of 18 to 21 per week)

Salary: £28,000 pro rata.

Contract: Permanent

Base location: Home / remote flexible working pattern with travel to our base offices as required (usually Buxton or Matlock)

Annual leave: 35 days annual leave per year, including Bank Holidays and four days Christmas Shutdown. Additionally, there is a long service leave of 1-5 days after 4-8 years' service. We also offer an annual leave purchasing/selling scheme.

Pension: Auto enrolment into an approved pension scheme. 6% contribution by the organisation, 2% contribution from staff member.

Sick pay: 3 months full pay and 3 months half pay (dependant on length of service).

Other benefits: employee assistance programme, including perks

In accordance with Citizens Advice policy the successful candidate will require a DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.



Guidance notes for applicants

Application form

The form should be completed in black ink, black ballpoint pen or typed. Return the form by post or email. If you return the form by email, there is no requirement to send a hard copy in the post. CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to consider when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that we do not hold a sponsor licence and therefore cannot issue certificates of sponsorship under the points-based system.

Information, experience, knowledge, skills and abilities

The person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.

The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.

If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

References

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer or line manager or your course tutor if you have just left full-time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Derbyshire Districts will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for us – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. Please get in touch to see our policy on criminal background checks.