



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

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## **Job Pack** **HR Officer**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of an equal platform for all applications, CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

We are operating a rolling application process, meaning that we will shortlist and interview as and when candidates apply. Recruitment will be closed when the positions are filled, so we recommend that you submit your application as soon as possible to avoid disappointment.

To have an informal discussion about the role, contact **Josh Bailey** - [josh@otrbristol.org.uk](mailto:josh@otrbristol.org.uk)

### **Role Summary**

<b>Job Title</b>	HR Officer
<b>Salary</b>	OTR Band B   Starting salary £22,377 (pro rata)
<b>Hours</b>	22.5 - 30 hours per week (depending on candidate availability)
<b>Contract</b>	Permanent
<b>Leave</b>	Flexible - our basic entitlement is 28 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
<b>Pension</b>	With The People's Pension - 3% employer contribution on qualifying earnings.
<b>Location</b>	Based at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH with flexibility for partial remote working.
<b>Accountable to</b>	HR Manager
<b>Job Purpose</b>	<ul style="list-style-type: none"><li>• To provide proactive, comprehensive and professional day-to-day HR service to OTR staff and volunteers.</li><li>• To support the full HR lifecycle of OTR staff and volunteers, including all related administrative tasks.</li><li>• To lead on the day-to-day HR administration of OTR, ensuring recruitment and employee lifecycle processes are managed appropriately and consistently.</li><li>• To facilitate the recruitment and selection process, working with the HR Manager and OTR Team Managers to ensure compliance with OTR policy and best practice.</li><li>• To oversee maintenance of the HR Management System (HRMS), recruitment applicant tracking system (ATS).</li></ul>

**Key Relationships**

- CEO
- Finance Director
- HR Manager
- Facilities & Resources Manager
- Finance Champion
- Facilities & Resources Champion
- Administrative Assistant (Hive Team)
- Communications Team
- OTR Team Managers
- OTR Staff and Volunteers
- External applicants

**Role Description****HR Administration**

- To provide administrative support for the HR lifecycle of OTR staff and volunteers including recruitment and selection, induction and training, performance management, investigation and disciplinary, grievance procedures, redundancy process, sickness and absence, and processing starters and leavers in line with OTR policy.
- To coordinate each recruitment journey from beginning to end, delivering a quality experience to both applicants and hiring managers. This will include overseeing the recruitment inbox and ATS system, responding efficiently to all queries via email or telephone, assisting Team Managers with the creation of job packs, arranging shortlisting and inviting candidates to interviews, completing pre-employment checks (references, DBS, right to work) and preparing contracts.
- To coordinate induction and probation for all new employees, providing all first day essentials and ensuring managers have the resources they need.
- To act as a System Administrator for the HRMS; to update and maintain employee records, ensuring the integrity and security of data is at the forefront.
- To accurately record staff absences.
- To coordinate delivery of the internal training programme, liaising with Team Managers and other providers in collaboration with the Communications Team.
- To liaise with managers to ensure accurate and appropriate information relating to staff and volunteers is captured, reviewed and recorded on the HRMS, Workplace (our in house communication platform) and other information storing systems, to ensure employee records are complete and up to date.
- To liaise with local schools and organisations to provide necessary information about OTR Practitioners and produce letters of assurance.
- To produce, using the HRMS and ATS, relevant HR reporting for all aspects of the employment lifecycle as outlined by the HR Manager.
- To maintain confidentiality and discretion throughout all elements of the role.

**HR Support**

- To provide clear and professional HR advice to OTR staff and volunteers.
- To explore and promote wellbeing initiatives e.g. cycle scheme, staff yoga, employee assistance programme.
- To organise and take accurate and relevant notes for meetings needing HR involvement as required.
- To represent the HR team in working groups that will benefit from an HR presence as directed by the HR Manager.
- To provide general support in ensuring staff health and wellbeing.
- To support with organising staff social events.

**HR Development**

- To assist the HR Manager in the review and development of HR processes and policies, including development of appropriate resources.
- To undertake project work as required which may include carrying out research, producing reports, and development of appropriate resources.

<b>General</b>	<ul style="list-style-type: none"> <li>• To support the CEO as and when required.</li> <li>• To support the finance officer with Payroll.</li> <li>• To support the functions of the HIVE Team (central services) which includes Finance, Facilities and general administrative functions.</li> <li>• To engage in training and development appropriate to the role.</li> <li>• To commit to the core values of OTR, including young people's empowerment and participation.</li> <li>• To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.</li> <li>• To ensure all paper and electronic personal records are managed and stored safely at all times.</li> <li>• To undertake such duties or tasks commensurate with the post from time to time, as directed by the Team Manager or a member of the senior management team.</li> <li>• To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.</li> </ul>
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## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• A good general standard of education and a demonstrable ability to apply knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD qualification or currently working towards.</li> <li>• NVQ Business Administration or similar.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable practical experience in a HR environment.</li> <li>• Experience of HR Administration and an understanding of HR processes.</li> <li>• Experience of working in a busy office environment.</li> <li>• Experience in using databases to input, maintain and report on personal information.</li> <li>• Experience of working with confidential information.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of coordinating recruitment.</li> <li>• Experience working in an SME or charity.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of and genuine interest in the field of HR.</li> <li>• Knowledge of HR databases.</li> <li>• Knowledge of Recruitment and Selection policies and best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with G Suite.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent administration and organisational skills and the ability to prioritise and manage a demanding workload.</li> <li>• Excellent verbal &amp; written communication skills.</li> <li>• The ability to maintain efficient record keeping/management systems, providing accurate records and reports as required.</li> <li>• Able to deal confidently and tactfully with people at all levels.</li> <li>• Capacity to work effectively and stay calm under pressure.</li> <li>• The ability to build and maintain constructive relationships within a team.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Thorough, with the ability to pay attention to detail while working quickly.</li> <li>• Ability to problem solve.</li> <li>• Ability to recognise and respect confidentiality and its limits.</li> <li>• Excellent IT skills to enable production of reports and spreadsheets.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Approachable and friendly.</li> <li>• Commitment to own professional development and willingness to undertake training necessary for the role.</li> <li>• Resilient; able to model good self care.</li> <li>• Values-led, with a personal commitment to equality, diversity, social justice and change.</li> <li>• A strong personal interest in and commitment to the mental health and wellbeing of children and young people.</li> </ul>	

## About us

<b>What We Believe</b>	<b>What We Value</b>	<b>How We Behave</b>
<ul style="list-style-type: none"> <li>- We believe that our offer should be inclusive of all cultures and identities</li> <li>- We believe that young people have unique strengths, interests and circumstances</li> <li>- We believe that the world around us impacts our wellbeing</li> <li>- We believe in placing young people at the heart of our work</li> <li>- We believe in innovating and evolving to improve our offer for young people</li> <li>- We believe that relationships are what make the difference</li> <li>- We believe in the power of partnerships</li> </ul>	<ul style="list-style-type: none"> <li>- Collaboration</li> <li>- Diversity</li> <li>- Learning</li> <li>- Sharing</li> <li>- Participation</li> <li>- Self-efficacy</li> <li>- Self-care</li> <li>- Transparency</li> <li>- Agency</li> <li>- Creativity</li> <li>- Social Action</li> <li>- Pragmatism</li> </ul>	<ul style="list-style-type: none"> <li>- We're accommodating</li> <li>- We're integrated</li> <li>- We're thoughtful</li> <li>- We're supportive</li> <li>- We're open</li> <li>- We're resourceful</li> <li>- We're resilient</li> <li>- We're communicative</li> <li>- We're independent</li> <li>- We're imaginative</li> <li>- We're motivated</li> <li>- We're adaptable</li> </ul>