

Job Description

Job title	HR Officer
Salary & Hours	16 hrs per week (may increase to 23 hours), worked over 2-3 days to meet the service needs and would include working one evening a week. Scale SCP1, FTE £27,741 pa.
Responsible to	Operations Manager
Contract	12 months, then to be reviewed
Location	Wellspring House, Starbeck
Benefits	25 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.

Vision

Wellspring's aim is to restore hope, develop resilience and facilitate positive change.

Objectives

- Provide affordable, psychological support to adults and young people in distress.
- Promote good mental health through education and training.
- Be recognised as a centre of excellence within our field.

Purpose of the role

We are looking for someone who is self-motivated, able to take the initiative, and work reflectively with the Operations Manager to further develop the role. This post holder is responsible for coordinating all Human Resources functions within the organisation.

The HR Manager will ensure the smooth and efficient running of all Human Resources matters. This post requires someone who is exceptionally well organised and efficient, is used to dealing with a diverse workload, has strong numeracy and literacy skills and is an excellent communicator. An understanding or willingness to learn about safe and ethical practice in counselling is also essential.

The post holder must be sympathetic to the Christian ethos and vision of Wellspring.

Key Tasks

Human Resources, Management and Support of Staff

- Keep the Induction manual up to date, acquainting each new member with policies and procedures with which they must comply.
- Support the Operations Manager in reviewing current HR policies and procedures and creating new ones when appropriate. Ensure they are up-to-date and fit for purpose and support our commitment to equality and diversity.
- Ensure the charity meets current employment law standards, providing information to managers within the service with relation to current HR practices.
- Maintain records of all staff annual leave, other absences from the office, sickness leave and lateness.
- With the Director and managerial team as appropriate, produce contracts and job descriptions for all new staff roles.
- Oversee staff recruitment, interviewing, appointing, and inducting the staff, together with the appropriate member of the managerial team or trustees.
- Identify and encourage skills within the team to contribute to the further development of Wellspring in collaboration with the Director, Therapeutic Lead and Operations Manager. Identify training opportunities to develop individuals.
- Arrange, plan, attend staff training, meetings, and activities.
- Ensure that the team comply with their contracts of employment and job descriptions.
- Manage complaints and grievances relating to staff in partnership with the Management team.
- With the Operations Manager ensure all staff receive mandatory update training annually on relevant policies and procedures. Ensure records are kept of this training.
- Manage the HR staff database on Lamplight, inputting and updating records.
- Work with the Finance Officer to ensure that all staff salaries are paid correctly and on time.

Human Resources, Management and Support of Volunteers

Counselling Volunteers

- With assistance from the counselling team, select prospective volunteer counsellors for interview.
- Manage the recruitment of new student and qualified counsellors into the team. Work to create a team of balanced ability, to provide stability to the service.
- Provide interviews and induction to all new counsellors.
- Ensure adult service counsellors complete safeguarding training bi-annually and children and young people's counsellors complete safeguarding training annually.
- Manage the counsellors' database on Lamplight, inputting and updating records.

Non-Counselling Volunteers

- With assistance from the Operations Manager recruit and select volunteers for non-counselling roles.
- Oversee the supervision of all non-counselling volunteers, ensuring the organisation is meeting their duty of care to these individuals.
- Manage the volunteer database on Lamplight, inputting and updating records.

General

- Support the management team in the development of Wellspring's services including creating and updating service contracts with external partners and contractors, vetting private practitioners for building hire, in line with legal and ethical standards.
- Work to strict confidentiality as commensurate with a HR role in all forms including electronically written form and verbally.
- Provide office cover during working hours as required.

Relationships

- Meet regularly with Director for line management and goal setting, contributing to discussions around strategic decisions as appropriate.
- With all staff, represent the work of the charity at fundraising and promotional events. Within all work seek to establish new relationships for the benefit of the organisation.
- Help create an open and inclusive team environment in which individuals feel respected and valued for their contribution.