



HR Officer

Recruitment Pack

Background to the role

Job description

Job title	HR Officer
Salary	Grade 3 (29,340 – 32,430) <i>Organisational annual pay award pending</i>
Contract length	12 months (with possibility of extension)
Hours	21 hours per week
This is a great opportunity for an efficient, thoughtful person with a good eye for detail to get hands-on experience of HR practice and processes. We're a medium sized charity with big ambition for older people in East London. To find out more about our services and our strategy please visit our website.	

Background to the role
<p>Our Head of People is currently on Maternity leave until February 2027. During this period, we are strengthening the People function and are seeking an HR Officer to support the interim Head of People to deliver effective support while we align our staff and volunteering processes; this role will support both areas with a focus on HR.</p> <p>Our Operations Coordinator carries out staff recruitment, onboarding and offboarding work. The HR Officer may help with this from time to time, but it won't be a substantive part of the job.</p>
Job Purpose
<p>Support the Head of People to deliver the charity's HR and Volunteering functions (People) in line with the organisation's values and EDI objectives.</p> <p>This will include improving our 'People' processes and increasing the overall efficiency of this area of the organisation.</p>
Equity Diversity and Inclusion
<p>At Age UK East London we are committed to Equity, Diversity and Inclusion (EDI), we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people who live in East London, disabled people and people from the Global Majority.</p>
Key Tasks

People support

Work with the Head of People to:

- Respond to HR-related queries from across the organisation, escalating as necessary.
- Maintain and update the staff handbook, policies, and procedures ensuring they remain accurate and compliant.
- Support the implementation of Learning and Development (L&D) initiatives, including by booking internal/external training sessions and maintaining training records and mandatory training compliance.

HR administration

- Draft and issue job offers, contracts and contract variations.
- Maintain accurate employee records within Sage HR
- Manage changes to employment including hours, pay, role and line manager updates.
- Manage employee benefits such as Employee Assistance Programme and cycle-to-work scheme.
- Monitor completion of staff reviews and appraisals

Absence management

- Monitor sickness absence and ensure return-to-work documentation is completed.
- Maintain accurate annual leave records.
- Arrange Occupational Health assessments and ensure reports are received and shared as appropriate.

Employee relations administration

- Maintain records of cases including grievances, disciplinaries, and investigations.
- Take minutes in HR meetings.
- Prepare letters, documentation and follow-up actions relating to HR casework

Volunteering

- Work with the volunteering team to improve efficiency and help align volunteering processes with HR practices where appropriate.

General

- Meet regularly with the Head of People for support and supervision
- Attend team and staff meetings, as required.
- Undertake any training required to fulfil the role.
- Undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.

- Carry out the duties of the post in accordance with Age UK’s East London’s policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.

Functional Links

- Close working relationship is needed with the Operations Coordinator.

Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don’t meet every single aspect of the job description, please still apply.

A= We want to see evidence that you meet this criterion as part of your application statement (we may also test at interview).

I = We will test this at interview.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Of administrative work in a professional environment. A 	<ul style="list-style-type: none"> • Working in a HR role. A • Working in the voluntary sector. A • Supporting volunteer programmes. A • Using HR systems (preferably Sage HR). A
Knowledge & Understanding	<ul style="list-style-type: none"> • Of diversity, equity, and inclusion principles and practice across People Functions. A • Of data protection. A 	<ul style="list-style-type: none"> • Knowledge and understanding of UK employment law. A
Skills/ Attributes	<ul style="list-style-type: none"> • Excellent verbal and written communication. A • Ability to collect and analyse data. A • Intermediate IT skills including using of Microsoft excel, word, outlook and teams. I • Empathetic, with a strong commitment to employee and volunteer well-being. I • Can demonstrate AUKEL 	

	values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered. I	
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours to meet organisational needs. 	

Employment Details

Contract type

This contracted post is for 21 hours per week (if part-time, working day pattern to be decided). We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be mostly based at 82 Russia Lane, Bethnal Green, E2 9LU.

Salary

Between £29,340 – 32,430 Plus 5% employer pension contribution. *Organisational annual pay award pending*

Salaries are based on our salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, one of which from your current or most recent employer, a DBS Check, evidence of your right to work in the UK and evidence of relevant Qualification (if applicable).

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed

during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption, shared parental leave, dependency and carers leave. We have an enhanced maternity and paternity pay policy based on the length of service and we offer up to one week paid dependency leave and carer leave.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: 1st April 2026 at Midnight

Interviews: 10th April 2026 in-person.

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: HR@ageukeastlondon.org.uk