



Job Title: HR Officer

Hours: 21 hours per week (across 3 days)

Location: Across North Worcestershire / Hybrid/Flexible Working Available

Reports to: People Development & Operations Manager / CEO

Salary: £16,380- £20,748 pa (£15-£19ph) (£29,250-£37,050 FTE) negotiable depending on qualifications, skills and experience.

Annual Leave: 25 days plus 8 bank holidays (pro-rata)

Contract Type: Permanent

About the Organisation

Age UK North Worcestershire is an independent local charity supporting people aged 50+ across the region. Through Information & Advice, At Home Support, Befriending, Men in Sheds, community groups and charity shops, we help people remain independent, connected and well.

We are a warm, values-led Charity where people matter, both those we support and those who work for us.

Job Purpose

You'll play a key role in supporting positive, fair and compliant people management across the Charity. Working closely with the People Development & Operations Manager and the CEO, you'll provide hands-on HR support across the full employee lifecycle. This will include being actively involved in employee relations matters such as disciplinary, capability and performance management, as well as supporting recruitment activity, employee engagement initiatives and volunteer coordination.

You'll work flexibly to provide practical HR advice and support, alongside taking care of day-to-day HR administration. While you'll be well supported through close working relationships with senior colleagues and access to external HR advice, you'll take ownership of your workload and be responsible for:

- Providing clear, practical guidance in line with policies and employment law
- Maintaining accurate HR records and documentation
- Managing priorities to ensure tasks are completed efficiently and issues are resolved promptly

You'll also play an important part in helping the Charity develop more 'up to date', consistent and efficient ways of working. This includes supporting the move towards more digital HR systems, improving record-keeping,

The role is suitable for someone with **CIPD Level 3 working towards Level 5**, or someone already qualified to **CIPD Level 5**, This role offers the scope for you to develop the role as you build experience.

Key Responsibilities

1. HR Operations & Administration

- Deliver efficient HR administrative support across the employee
- Maintain accurate and confidential HR records and systems in line with GDPR
- Support onboarding and induction processes, probations, changes, ensuring a welcoming experience
- Maintain accurate, confidential HR records (digital and paper-based), supporting the transition to more robust and digitalised HR record-keeping
- Actively support and participate in employee relations processes, including:
 - Supporting and, where appropriate, holding disciplinary and capability meetings
 - Supporting performance reviews, performance improvement plans and follow-up actions
 - Preparing documentation, letters and case records for formal HR processes
- Liaise with the external HR provider for advice and guidance on complex or sensitive cases
- Liaise with Finance to ensure accurate payroll information is provided, including starters, leavers, absences and adjustments
- Produce HR reports and people data for the Senior Management Team and Board of Trustees as required
- Support the development of more digital and efficient HR systems and processes, for example:
 - Improving digital personnel records and file structures
 - Streamlining recruitment, onboarding and absence-tracking processes
 - Improving templates, trackers and workflows
 - Supporting effective use of HR systems or tools already in place
- Identify opportunities to improve consistency, efficiency and accuracy across HR administration

2. Employee & Trustee Relations

- Provide first-line HR advice to managers on policies, procedures, and good practice
- Support casework including absence, wellbeing, disciplinary, grievance, and performance matters
- Assist with investigations and note-taking where required
- Promote a positive, inclusive culture aligned with the charity's values
- Assist the CEO with the Annual Report and statutory submissions

3. Recruitment & Safer Hiring

- Coordinate end-to-end recruitment, including advertising roles, shortlisting, offer letters, contracts, variations, policies and correspondence
- Support safer recruitment practices, including DBS checks and referencing where appropriate
- Help ensure a positive and inclusive candidate experience

4. Learning, Development & Wellbeing

- Support delivery of training initiatives and staff development activities
- Work collaboratively with managers to promote fair, consistent and supportive people management practices
- Maintain training records and assist with appraisal processes
- Contribute to wellbeing initiatives and employee engagement activities

5. Policy, Compliance & Governance

- Support the review and implementation of HR policies in line with employment law and charity sector guidance
- Ensure compliance with safeguarding, equality, diversity & inclusion (EDI), and data protection requirements
- Assist with HR reporting and audits (e.g., workforce data, turnover, diversity metrics)
- Maintain governance records, policies and statutory documentation
- Support compliance with Charity Commission and governance requirements
- Support Trustee recruitment, induction and ongoing development

6. HR Projects & Continuous Improvement

- Contribute to HR and organisational development projects (e.g., EDI, culture, engagement)
- Support continuous improvement of HR processes and systems

Person Specification

Essential:

- CIPD Level 3 qualification (Level 5 desirable or working towards)
- Experience in an HR administration, HR coordination or operational HR role
- Ability to support and participate in employee relations processes, including disciplinary, capability and performance management
- Comfortable working in a hands-on role combining professional HR practice with the associated HR and governance administration
- Knowledge of UK employment law and HR best practice
- Strong organisational and administrative skills with attention to detail
- Excellent interpersonal and communication skills
- Ability to work with sensitivity, discretion, and confidentiality
- Time-management skills, with the ability to manage competing priorities
- Excellent written and verbal communication skills
- Good IT skills, including Microsoft Outlook, Teams, Word and Excel
- Friendly, approachable and able to work effectively with colleagues at all levels
- Flexibility to attend occasional early morning or evening meetings
- Ability to travel locally across North Worcestershire

Desirable:

- Experience working in the charity or not-for-profit sector
- Understanding of safeguarding and working with volunteers
- Experience independently supporting or managing employee relations cases
- Familiarity with HR systems or digital HR tools
- Experience supporting improvements to administrative or HR processes

Key Competencies

- Commitment to the charity's mission and values
- Empathy and emotional intelligence
- Strong relationship-building skills
- Proactive and flexible approach
- Ability to manage competing priorities in a resource-constrained environment

Working Pattern

- 21 hours per week across 3 days
- Flexible and hybrid working options may be available

Other Requirements

- Commitment to equality, diversity, and inclusion
- Willingness to undertake DBS checks if required
- Occasional travel may be necessary

Benefits

- Ongoing learning and development opportunities (including CIPD support where applicable)
- Access to the Age UK Discount Portal (Aon)
- PureGym membership discount
- Blue Light Card access
- Tickets for Good – access to free or discounted event tickets
- Bupa Employee Assistance Programme (24/7 wellbeing support)
- Wellbeing resources and support

How to Apply

Please submit your CV and a covering letter, explaining how your experience aligns with the role and the organisation's mission, to

Amanda Allen (Chief Executive Officer)

Age UK North Worcestershire, 51 Windsor Street, Bromsgrove, B60 2BJ

Email: amanda.allen@ageuknorthworcs.org.uk
