



Job Description – HR & Facilities Officer

Post Title HR & Facilities Officer

Responsible to Head of Finances & Resources

Prime Function To provide high quality and efficient human resources administration for the smooth running of the organisation including supporting the maintenance of policies, procedures and end to end recruitment processes. To support the Head of Finances and Resources in maintaining the facilities, health and safety arrangements and general smooth running of the Leicester Office.

Salary £29,000

Human Resources

- Manage the staff and trustee recruitment process. Including external advertising, interview processes, staff induction programmes and processing leavers.
- Review and recommend ways to improve existing policies and procedures to the Senior Management Team.
- Maintain all employee records, in line with data protection and GDPR policies.
- Manage the annual performance appraisal process, ensuring that records are kept in line with GDPR policies and appraisals are carried out at the correct time.
- To support the Senior Management Team in the development and implementation of the training and development plan.
- Manage the annual staff satisfaction survey process, including analysing the results and making recommendations for improvements to the Senior Management Team.
- Provide support to the Head of Finances and Resources on carrying out the Diversity and Inclusion training plan within the organisation.
- Monitor staff well-being, including support with Employee Assistance Programme.
- Promote a caring, inclusive working environment for all employees.
- Provide support to the Senior Management Team on any HR issues where necessary and liaise with our external HR provider.

Administration

- Support the Senior Management Team by providing administrative assistance, to enable the delivery of a range of World Habitat activities. This includes the World Habitat Awards and Transfer Programme, the European End Street Homelessness Campaign, the Global Community-led Housing Programme, Communications and Finance & Resources.

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Date for review	Annual appraisal



- Provide a highly professional first point of contact for people contacting World Habitat - either by telephone, email or other means - and respond, process or distribute enquiries to the relevant World Habitat staff as required.
- Provide support to the Head of Communications with the maintenance of the World Habitat website, to upload and update content through CMS and WordPress.
- Provide support to the Programme Manager (CRM) to ensure the successful operation of the CRM system. This includes taking on the role of an administrator and attending training courses where required.
- To support the Chief Executive in the health and safety of the organisation, including carrying out risk assessments for business travel, arranging regular testing for electrical equipment and safety devices.
- To oversee the management of the World Habitat offices, including liaising with the landlord, ordering equipment/stationery and carrying out repairs where necessary.
- Manage booking of business travel, within agreed budgets and consideration of our carbon emissions, creating travel itineraries for business executives, employees and company events.
- Record, analyse and produce graphs on the carbon emissions of the organisation. Provide data and support to the Carbon Lead on achieving the Net-Zero 2030 policy.
- To provide support to the Head of Finances and Resources with regard to ICT issues, land management and bookkeeping and deputising in her absence.

Governance

- To develop a schedule for the quarterly Board of Trustee meetings, liaising with Senior Management to ensure timely production of relevant papers and presentations and to produce and disseminate electronic and hard copy documents.
- Attend, take minutes and prepare papers for meetings, including the Board of Trustees.
- Manage the process of monitoring the Board for Equal Opportunities, Declaration of Interest and Skills Matrix.

Meetings and Events

- To organise staff and trustee events, schedule appointments and arrange external meetings, book venues and catering requirements. Manage travel arrangements and bursaries.

Development

- Continually update own knowledge and understanding in relevant fields.
- Share knowledge with colleagues, including supporting them in learning techniques and providing feedback on their activities.
- Ability to organise and plan workload with minimum supervision and take ownership for their role.
- Maintain a high level of MS Word, Excel, Powerpoint and Wordpress skills and attend training courses as required.

Other

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- Be an active member of the World Habitat staff team, including contributing to the general intellectual capital and playing an active role in the organisation's development.
- Undertake other reasonable duties in the context of this job description as required by the Chief Executive.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

- Excellent verbal skills, ability to communicate complex issues in a clear, concise and accessible manner to a range of audiences, including the Chief Executive, Board of Trustees, Senior Management and external partners.
- Excellent writing skills, including the ability to take and record accurate minutes from Board meetings.
- Excellent numeracy skills, including the ability to ensure all accounting records are maintained accurately and in a timely manner.
- Excellent analytical skills, including the ability to draw conclusions and make recommendations based on evidence.
- Knowledge of Salesforce or a similar CRM system.
- Excellent MS Office skills, including Advanced-level Word, Outlook, PowerPoint and Excel.
- Have relevant experience working within an office for 5+ years.
- Degree level qualification (or equivalent relevant experience).
- Experience in HR
- Ability to work on own initiative, including making effective decisions.
- Ability to work with a varied workload and work to deadlines.
- Prepared and able to travel within UK and overseas if required.
- Strong self-management skills, including an ability to organise and plan work effectively, producing quality work independently, as well as in co-operation with others, within tight deadlines.
- Be conscientious, honest and reliable.
- Has integrity, discretion and the ability to deal with confidential information.
- Is tactful, diplomatic, friendly and approachable, with the ability to deal positively and assertively with a wide range of people.
- A demonstrably strong commitment to equality, diversity and ethics.
- Willingness to engage in continuing professional development, including a capacity and desire to develop knowledge and skills.
- Supports the mission, vision and values of World Habitat.

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