

## JOB DESCRIPTION

<b>Job Title</b>	<b>People Officer</b>
<b>Department</b>	<b>People and Organisational Development</b>
<b>Reporting to</b>	<b>People Manager</b>
<b>Line Manages</b>	<b>N/A</b>
<b>DBS/BD/PVG check requirement</b>	<b>Basic DBS</b>
<b>Location</b>	<b>Avonmore Road, London W14 8RR (with hybrid working)</b>

### JOB PURPOSE

To provide a comprehensive people operations service ensuring that all transactional activity, advice, and support is delivered to the highest standard.

### KEY RESPONSIBILITIES

- Review, develop and effectively maintain systems and processes to ensure that all transactional activity is undertaken accurately and efficiently.
- Coordinate the recruitment and onboarding process for staff and volunteers ensuring compliance with internal processes, best practice and safer recruitment procedures.
- Support with induction and training for staff and volunteers.
- Ensure the accurate processing of payroll, pensions, and benefits.
- Manage shared email inboxes and provide first line advice on policies, procedures and queries from staff and volunteers, ensuring that queries are escalated appropriately where necessary.
- Maintain the HR system, Payroll system and volunteer records on the CRM to ensure accuracy and data integrity, undertaking monthly audits to ensure information is correct.
- Maintain the People and Organisational Development pages of the intranet and ensure they are always accurate and up to date.
- Process and track the People and Organisational Development invoices.
- Ensure electronic files are well organised, accurate and up to date.
- Produce internal reports and metrics.
- Ensure confidentiality and that all People information is compliant with GDPR.
- Undertake project work and support with broader activity in the People and Organisational Development team.
- Escalate any complex issues to the People Manager or another manager in the People team.

### General Responsibilities

- Proactively champion equity, diversity and inclusion in all that you do.
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of

harm and any children or young people connected with them that we may come into contact with through our work.

- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

## How We Work

At Independent Age, we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - the experience, needs and views of older people are central to everything we do

Compassionate - we listen, care and take action

Expert - our work is evidence-based and solution-focused

Collaborative - we work in partnership to maximise our impact

Accountable - we work with integrity and transparency

Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our EDI Principles into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong
- develop our leaders so they can act as role models and champions and our staff so they can embrace these principles and apply them in their work
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery
- commit to setting target indicators for diversity and regularly review progress
- collect data to enable us to track our progress
- be publicly accountable and transparent about our progress
- use our influence to proactively champion the principles of EDI internally and with external partners
- continuously improve, adopt best practice and learn from and share with others

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## PERSON SPECIFICATION

- Ideally CIPD qualified or equivalent
- Demonstrable experience of working in an HR Operations environment
- Committed to ensuring an equitable, diverse and inclusive workplace
- Demonstrable experience of developing and improving systems and processes
- Excellent IT skills including Microsoft 365 applications
- Highly skilled in accuracy and attention to detail
- Excellent time management and prioritisation skills
- Customer focused, with excellent communication skills
- A demonstrable passion for, and affinity with, our cause