

HR Officer



Following an extensive capital project, **The Postal Museum & Mail Rail** opened to the public in July 2017. Offering two experiences in one, The Postal Museum exhibits the story of British social and communications history, while at Mail Rail visitors can board a subterranean ride on the old Post Office Underground Railway. Our new museum and attraction enables us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way we engage with our audiences. The Postal Museum welcomes over 180,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers. The Postal Museum and Mail Rail represents a significant addition to London's cultural landscape.

Based: Central London

Salary: £27,000 per annum

Reports to: HR Manager

Responsible for: N/A

Contract: Permanent; Full-time

Start date: ASAP

PURPOSE OF THE JOB

To play a key role in the smooth and efficient running of the HR function at TPM. Providing a high-quality generalist HR service, the postholder will focus on recruitment, payroll, benefits and providing management information. S/he will also work flexibly and undertake general HR work as necessary.

Responsible for managing TPM's payroll with our external provider (Moorepay and with support from the Financial Accountant); managing the recruitment process at TPM from start to finish, advising and supporting line managers on good practice, being a first point of contact for Payroll and other HR queries from across the organisation.

PERSON SPECIFICATION

QUALIFICATIONS

(Desirable criteria)

- CIPD qualification (or working towards) would be an advantage

EXPERIENCE

(Essential criteria)

- Substantial and recent experience of running payroll and using payroll software systems
- Demonstrable knowledge of working with payments and making deductions from salaries (e.g. taxation, maternity leave, pensions administration)
- Excellent organisation and attention to detail

- Competent with spreadsheets and producing reports
- Experience of working to tight deadlines
- Sound administrative experience
- Experience of handling recruitment processes from start to finish,
- Experience of maintaining tact, patience and discretion when under pressure

(Desirable criteria)

- Experience of working with external providers of HR services
- Experience of HR in relation to volunteers

SKILLS/KNOWLEDGE

(Essential criteria)

- Excellent numerical, written and verbal communication skills.
- First class attention to detail and data entry
- Good working knowledge of MS Office packages and excellent all-round IT skills
- Ability and willingness to keep informed of changes surrounding employment law and compliance (e.g. GDPR)

PERSON

- A positive and flexible approach.
- Respect for confidentiality.
- Approachable, patient and professional with all colleagues
- Proactive / uses initiative

JOB DESCRIPTION

Key Responsibilities and Duties

PAYROLL

Ensure TPM payroll processes are carried out in a reliable and efficient way.

- Following company procedures, process monthly payroll with external provider.
- Create and maintain payroll records.
- Deal with payroll queries and discrepancies.
- Calculate employee overtime pay and holiday pay.
- Update TPM Accountants and internal teams for reporting and audit purposes
- Work closely with the Financial Accountant to ensure s/he can run payroll if required.
- Maintain good working relationships with internal and external partners

BENEFITS

- Ensure staff are aware of and can access the TPM's benefits system
- Maintain accurate records for staff using childcare vouchers
- Maintain accurate records for staff using cycle to work benefits.
- Process season ticket loan requests with Finance
- Enter Maternity, Paternity & Shared parental leave on the HRIS as required.

PENSIONS & LIFE ASSURANCE

Keep pension payments and deductions up to date and act as a point of contact for staff

- Provide information to new staff about the TPM pension scheme, including opting out.
- Provide monthly pension changes for Standard Life (pensions).
- Liaise with Royal mail pensions and capital management company to provide monthly data for Employees who are members of Royal Mail Pensions.
- Inform staff of life assurance benefits and coordinate beneficiary paperwork.
- Update life assurance records with external provider to review annual premium payments.

RECRUITMENT

Ensure TPM recruitment is cost effective, timely and adheres to relevant legislation.

- Ensure approval for vacant or new posts is obtained.
- Advise line managers on drafting job descriptions, recruitment literature and advertisements.
- Research cost effective means of advertising.
- Place adverts and liaise with the HR Administrator regarding closing dates and interview arrangements.
- Attend interviews as necessary and provide advice regarding assessment techniques and good practice.
- Work closely with the HR Administrator to ensure that offer letters, contracts and pre - employment checks are carried out for all employees.
- Keep TPM's induction process under review and suggest improvements.
- Ensure managers are aware of and undertake inductions for new staff.
- Ensure good practice throughout the recruitment process and alert the HR Manager of any issues.

HR / FINANCE METRICS & DASHBOARD

- Using the HRIS, support the HR Manager in providing management information.
- Develop a range of management reports / metrics that can be used to demonstrate progress or effectiveness as required (e.g. sickness absence statistics, recruitment costs etc).

GENERAL HR SUPPORT***Supporting the HR Manager/Team to provide HR services for The Postal Museum***

- Supporting the HR Manager with individual HR issues as requested.
- Provide general HR support e.g. basic level employee relations or welfare issues, informing and escalating to the HR manager as appropriate.
- Willing and able to support HR colleagues with their work if necessary (e.g. during busy periods).

The postholder will be expected to monitor and report on their work as directed by their line manager.

The postholder will be expected to work to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

Requests for flexible working arrangements and/or job sharing will be considered.

TO APPLY: Please send your completed application form and the equal opportunities form to hr@postalmuseum.org

CLOSING DATE: 15 October 2018, 9am

INTERVIEWS: 24 October 2018