

HR OFFICER

The Postal Museum is one of the newest and most exciting museums in London. We opened in 2017 and have already established the museum as a must-visit destination with award-winning experiences. Alongside hands-on exhibitions exploring over 500 years of British social and communications history, visitors can experience a subterranean ride through the tunnels of the old Post Office Underground Railway – Mail Rail. The museum welcomes over 160,000 visitors and our online content reaches almost a million users a year. We deliver award-winning learning, access and outreach programmes and provide unique experiences including popular Tunnel Walks under the streets of London. The museum also operates a children's play space – Sorted! – popular with young families and schools. Alongside all this we offer one of the most unique venues in London for corporate hire and filming.

Based: Central London– hybrid working and flexible hours.

Salary: £20,000 - £21,428k ((FTE £28 - £30k)

Hours: 25 Hours per week

Contract: Permanent

Probation Period: 6-months

Reports to: Head of Human Resources

Responsible for: N/A

Who We Are

The Postal Museum tells the story of postal communication and its impact on a global society

Who We Do

We use our collection to explore stories around communication, and to inspire everyone to make richer and more meaningful connections in their lives

Our Values Are

- Openness
- Generosity
- Innovation
- Curiosity
- Playfulness

We Will

- Be open and generous in spirit and action
- Deliver innovation
- Communicate our stories with clarity and playfulness
- Be curious about people's stories and experiences

PURPOSE OF THE JOB

This is an ideal opportunity for someone looking to develop their HR expertise within a fast-paced innovative team. We are looking for an energetic, proactive, skilled HR Officer to join our HR Team on a permanent basis.

You will work closely with the Head of Human Resources, to deliver a wide of range of HR activities. You will have the opportunity to shape and develop HR administration processes, to automate and create a customer focused experience for all users of the HR organisation.

There will be lots of opportunity to get involved in all aspects of HR including employee lifecycle activities, learning and development, HR Information Systems, payroll coordination, employee wellbeing, Equality, Diversity and Inclusion (ED&I), first line employee relations advice, policy work, reward and recruitment as well as project work all from both a hands-on and administrative perspective.

The primary purpose of the role is to assist the Head of Human Resources and HR Team in providing a comprehensive HR generalist service and:

- To support the smooth running of the HR function of The Postal Museum by supplying a first- class administrative service and support the HR Team with various pieces of work and projects.
- To act as the first port of call to employees and external partners for all HR related queries.
- To carry out general administrative tasks, responding to queries, contractual terms, recruitment paperwork and starter packs, referencing, maternity and managing the HR email inbox.
- To carrying out generalist administrative tasks for the HR Department, for example, responding to queries, devising standard Human Resources documents and letters and managing the HR email inbox.
- Demonstrate a good base knowledge and understanding of current employment law to ensure all administration tasks are completed compliantly.
- Co-ordinate end to end HR recruitment processes, including Disclosure & Barring Service (DBS) check processing as required.
- Provide an effective Human Resources administration service relating to the employment lifecycle; recruitment, onboarding, leavers and exit interviews.
- Act as systems administrator for Breathe, configuring the system as required, controlling all user access, managing data flows in and out of the system and ensuring accuracy and data protection compliance and liaising with Breathe to troubleshoot queries as required.
- Ensure the Breathe HR Database accurately reflects current staff population. This includes inputting starters and leavers, contractual amendments, change of details, annual leave and recording of sicknesses and other leave
- To provide administrative support to the wider organisation as required (e.g., ordering office supplies)

PERSON SPECIFICATION

EXPERIENCE

(Essential criteria)

- Proven experience as a HR Officer/Administrator or HR Assistant.
- Experience of producing documents to a high level of accuracy; spelling and grammar.
- Experience of dealing with basic financial procedures (e.g., ordering and invoice tracking).
- Proven ability to maintain tact, patience and discretion under pressure.
- Experience of working in a confidential and professional environment.

(Desirable criteria)

- Practical administrative experience gained within a HR environment.
- A CIPD qualification.
- Experience of providing HR advice and assistance to peers and colleagues

SKILLS/KNOWLEDGE

- Strong ability to analyse data and produce reports.
- Good/current understanding of UK employment laws.
- Good written and verbal communication skills.
- Understanding HR software systems, like Breathe.
- Computer literate with programmes such as word, excel etc.
- Organisational skills and ability to prioritise.
- Ability to manage own workload.

PERSON

- Personal resilience and the capacity to work effectively and stay calm under pressure.
- Attention to detail and accuracy.

JOB DESCRIPTION

Key Responsibilities and Duties

RECRUITMENT

- You will be a point of contact for senior staff and managers in regard to end-to-end recruitment campaigns from attraction to induction and on-boarding, including effective campaign planning, short-listing, interviewing, and providing HR advice.
- Ensure recruitment campaigns are dealt with swiftly and effectively in line with HR policies and procedures, HR best practice and employment law.
- Draft and edit advertising text and job descriptions ensuring accuracy and consistency. Also, to ensure external and internal advertisements adhere to The Postal Museum's recruitment branding.
- Place adverts appropriately making cost effective use of best routes to market.
- Ensure all the pre-employment and pre-interview checks are carried out and all information is communicated to the relevant recruitment manager and interview panels.
- Monitor the recruitment email inbox and respond to incoming emails as required

HR ADMINISTRATION

- Draft and issue new starter employment contracts and documentation, taking up references and provide relevant information to Payroll Officer for processing within set deadlines.
- Prepare contract variations and leaver confirmations
- Ensure appropriate and timely action is taken and updated on the HR Information System (Breathe)
- Ensure stock holding value and gross profit margins rest between agreed thresholds.

HR REPORTS AND PROJECTS

- Collate data from various sources including the HR database to produce reports including the KPI monthly reporting.
- Run regular standard reports for information and to assist the Head of Human Resources with the development of new reports when needed.
- Take forward projects to develop our policies, processes and offering, and input to projects being led by others.

GENERAL HR SUPPORT

- Assist and give first level advice, in accordance with The Postal Museum's values and HR policies and procedures, to line managers in dealing with the full range of staffing issues within their departments and teams (e.g., relating to performance, sickness, conduct, conflict, development).
- Ensure that all payroll instructions are prepared and logged in time for the monthly payroll sign off and submitted to the Payroll Officer, for example, contractual variations, new starters, leavers, contractual benefits and staff benefits
- Support first level formal hearings in relation to performance, sickness, or conduct.
- Provide pro-active occupational health referrals as and when needed, advise on reasonable workplace adjustments, and return to work arrangements.
- Conduct exit interviews and analyse results.
- Proactively advise and assist with ensuring appropriate safeguarding practices and policy, including DBS checks.
- Take forward your own development and network, as appropriate, with HR professionals in other organisations to keep skills and knowledge up to date.
- Provide helpful and friendly customer service as part of the HR team. Represent the team in a positive, customer service focused manner.

WORKING CONDITIONS

We recognise the value of flexible working, so will consider different types of flexibility (such a mixture of onsite and home/remote working). Working hours and days will be agreed in advance with the line manager and are subject to change as required.

The postholder will be expected to monitor and report on their work as directed by their line manager. The postholder will be expected to pick up ad hoc duties as required.

Flexible working options are available including some remote working. Occasional weekend and out of office hours working may be required. The postholder will be expected to work to office guidelines on handling, health and safety, lone working, etc. as advised, taking responsibility as appropriate.

All staff have access to a range of employee benefits including a cycle to work scheme, employee assistance programme and a range of discounts from retail and entertainment to health and wellbeing.

This position may require an enhanced DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

CLOSING DATE: 10am, Monday 6th June 2022

INTERVIEWS: tbc