

Job Title: People, Wellbeing & Operations Officer
Responsible to: Head of People & Wellbeing
Section: Corporate

1 Main purpose of the role

- Support the delivery and continuous improvement of HR and wellbeing services across the organisation.
- Provide professional, responsive and employee-focused HR and wellbeing support to managers and employees.
- Support key HR activities across the employee lifecycle, including recruitment, onboarding, employee relations, HR administration and compliance.
- Coordinate wellbeing initiatives that promote employee health, engagement, inclusion and a positive workplace culture.
- Act as a first point of contact for HR and wellbeing enquiries, providing advice, guidance and support to managers and employees.
- Maintain accurate records, monitor workforce data and support training, budget administration and compliance requirements.
- Assist in the implementation of HR policies, procedures and strategic initiatives that support organisational objectives.
- Support the efficient operation of the organisation by contributing to corporate services activities, projects and cross-functional initiatives.

2 Key Tasks and Responsibilities

HR Advisory and Employee Support

- Support end-to-end recruitment activities, including advertising vacancies, coordinating interviews, liaising with candidates, and preparing recruitment documentation.
- Coordinate onboarding arrangements, ensuring new starters receive a positive and effective induction experience.
- Assist with employee lifecycle processes, including contractual changes, probation reviews, and employee exits.
- Provide first-line HR advice and guidance to employees and managers on policies, procedures, and employment-related matters, escalating complex issues where appropriate.
- Support employee relations casework and processes, including absence management, disciplinary, grievance, and capability procedures.
- Liaise with external HR support providers and advisors as required, coordinating specialist advice and guidance on employment matters and supporting effective management of employee relations cases and HR processes.
- Assist the Head of People and Wellbeing with the review and implementation of HR policies and procedures, ensuring compliance with employment legislation and best practice.

- Maintain accurate employee records and HR systems, ensuring compliance with GDPR and organisational policies, and produce HR reports, metrics and management information to support decision-making.

HR Administration and Resources

- Maintain and monitor records relating to annual leave, sickness absence, and other employee leave arrangements.
- Prepare HR correspondence, contracts of employment, letters, and other employment-related documentation.
- Support payroll administration by providing accurate employee data and processing changes within agreed timescales.
- Assist with the administration of employee benefits, wellbeing initiatives, and reward schemes.
- Support the Head of People and Wellbeing with the administration, monitoring and reporting of HR, recruitment, training and wellbeing budgets, ensuring accurate records are maintained and expenditure is managed within agreed allocations.
- Process purchase orders, invoices and expenditure relating to recruitment, training, wellbeing initiatives and employee engagement activities in accordance with organisational procedures.

Health and Wellbeing

- Support the Head of People and Wellbeing in the planning, coordination and delivery of the organisation's wellbeing programme and annual wellbeing calendar, working collaboratively with the Employee Wellbeing Group.
- Coordinate and promote health and wellbeing campaigns, initiatives and awareness activities that support employee wellbeing, engagement and a positive workplace culture.
- Support the development and administration of employee wellbeing surveys and feedback mechanisms, analysing results and preparing reports to identify trends, priorities and opportunities for improvement.
- Liaise with external wellbeing and support providers, including Occupational Health, Employee Assistance Programme (EAP) providers, healthcare providers and other specialist services, to facilitate employee support and wellbeing interventions.
- Promote available wellbeing resources and initiatives, supporting employees to access appropriate internal and external wellbeing services and support networks.
- Support the monitoring, evaluation and continuous improvement of wellbeing initiatives and programmes by gathering and analysing employee feedback and wellbeing data, and producing reports to inform future planning and decision-making.
- Assist the Head of People and Wellbeing in the development, implementation and evaluation of the organisation's Health and Wellbeing Strategy and associated action plans.
- Work collaboratively with managers, colleagues and the Employee Wellbeing Group to embed health and wellbeing principles across the organisation and promote a positive culture of wellbeing.

General Responsibilities

- Provide administrative and operational support to the Head of People and Wellbeing across a range of HR, employee relations and wellbeing activities.
- Contribute to HR and wellbeing projects and initiatives as required.
- Maintain up-to-date knowledge of employment legislation, HR best practice and workplace wellbeing developments.
- Provide support to wider corporate services activities, projects and initiatives as required, including support to the finance team as required, contributing to the effective operation of the organisation
- Undertake any other duties commensurate with the level of the post.

3 We're all about people:

- Act as an advocate and ambassador for the NHC.
- Exemplify the culture, values and behaviours of the organisation.
- Actively support team working across the organisation.
- Lead in the delivery of NHC objectives.
- Carry out other such duties as may be necessary for the successful operation of the NHC.
- Fulfil the requirements of the post in a professional manner and in doing so achieve high standards and agreed personal performance targets are met

4 Qualifications and Experience

Essential

- Experience working in an HR or people-focused role.
- CIPD Level 3 qualification (or equivalent) or demonstrable HR experience at an equivalent level.
- Experience supporting recruitment and onboarding processes.
- Knowledge of HR processes, policies and employment practices.
- Knowledge of employment legislation and HR best practice.
- Strong organisational skills with the ability to manage multiple priorities and meet deadlines.
- Excellent communication and interpersonal skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Strong attention to detail and accuracy.
- Competent in Microsoft Office applications.
- Ability to work effectively both independently and as part of a team.

Desirable

- Experience supporting employee wellbeing programmes, engagement activities events or campaigns.
- Experience producing reports and analysing people-related data.
- Experience working with external HR advisors or providers.
- Experience of HR reporting, payroll administration or budget monitoring.
- Experience of supporting a range of finance tasks and using accounting software.