

Job Role: Human Resources Officer (HRO)	Responsible for: Delivery of HR services	Responsible to Operations Manager
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Location: Portsmouth

Contract: Permanent

Hours of Work: 35 hours per week, Monday to Friday

Role

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

We currently have a staff complement of 56, based in Portsmouth and in regional hubs around the UK and in addition rely on a team of volunteers to support our work. We currently have a contract for retained HR services from an external provider to support us with advice and annual statutory reviews.

The HRO role is diverse. You will be working as part of the Operations Department to provide efficient and effective Human Resources support to the charity and day-to-day employee and volunteer administration and coordination services.

The HRO will undertake a wide range of functions ensuring that managers receive high quality support and guidance on all HR related issues to assist them to be effective in their roles. You will be responsible for the coordination of human resources activity for the organisation within delegated budget lines and have accountability for the full employee lifecycle. You will lead on in-year HR projects and ensure the organisation operates within current legislation. The post holder will work closely with the Operations Manager and COO who have oversight of the Human Resources function.

Due to the sensitive nature of the role this individual needs high levels of discretion and tact in dealing with confidential information that proliferates in the HR domain.

The role is mainly office based. RNRMC has a hybrid working policy which offers 40% home-working opportunities.

Job Summary

The role of the HRO is varied and touches all departments. The post holder is required to have proven HR experience in a working environment and undertake specialist and general HR tasks as required and appropriate to the role. You will have excellent interpersonal skills, be diplomatic and approachable with a strong ability to communicate verbally and in writing. You will be a confident self-starter able to adapt to a changing environment as the Charity grows. Due to the position, it is also a requirement to have problem solving skills and excellent judgement alongside a meticulous, accurate and disciplined approach to work. You will also possess good organisational skills and be able to prioritise a varied and busy workload and deliver to deadlines.

Responsibilities and Duties:

The key responsibilities of the Human Resources Officer are to:

Be the lead on all of the RNRMC HR processes, including:

- Working with departments and providing support to all new recruitments, giving guidance, liaising with recruiters, providing administrative and interview support in the recruitment and onboarding process.
- Produce employment contracts and variations to contracts in line with authorised Management requests.
- Work closely with Payroll to ensure workforce documentation is kept up to date and any problems identified and addressed. Issue accurate payroll instructions to meet payroll deadlines.

- Work with the Operations Manager and COO to guide and advise management and employees through all aspects of the employee lifecycle, to include absence management, investigations, discipline, grievance, capability, redundancy in accordance with the consistent application of RNRMC policies and procedures and compliance with employment law and best practice.
- Manage the implementation and monitoring of HR processes including recruitment and selection, employment contracts and variations, starters and leavers, employment and security checks, induction, mandatory/other training, probationary period review, performance and development review, maternity/paternity/shared parental leave, flexible working requests, and the evaluation of training, providing appropriate support and coaching to all management to ensure full compliance with policies and procedures.
- Contribute to and develop HR policies as requested and ensure all policies, procedures and the Staff Handbook are reviewed on an annual basis and remain in line with current legislation.
- Assist managers in the management of poor performance, advising on solutions and assisting with their implementation.
- Coordinate the annual staff appraisal system and ensure that development, training and talent management is monitored fairly and consistently.
- Assist with the implementation of remuneration, recognition and reward.
- Provide management information and trend reports relating to HR, for example data absence, staff lists,
- Work with managers to ensure all information (job titles and specs, hours etc) are up to date.
- Lead on the annual staff survey.
- Maintain a filing system to ensure documents and information are securely retained and easy to locate.
- Ensure the 'MyPeople' HR management system is kept up to date to enable staff to view, book and approve leave. Ensure staff leave entitlements are accurately calculated and recorded in MyPeople and any in-year adjustments reflected.
- Be the relationship lead with the MOD Defence Relationship Team, working with them to achieve gold status.
- Be the Ops lead to the staff reference group, also recording discussions and action points at meetings.

Volunteer Support

- Own, coordinate and assist with the volunteer management process; be the principal contact with SMEs to assure consistency in the management of volunteers; lead the onboarding process; monitor interest through an email inbox, send out and monitor registration responses, triaging and sending details to departmental SMEs, administer security checks and references, send out welcome packs; oversee exit process.
- Assist in the stewarding and thanking process, working with other team members to coordinate events and manage other regular volunteer contacts.

General Responsibilities include:

- Build relationships with staff and monitor staff welfare, reporting to line managers where appropriate.
- Uphold, enforce and work in accordance to RNRMC's health and safety, equality, General Data Protection and other policies ensuring legislation is adhered to.
- Provide leave and sickness cover for Business Support Officers
- Occasionally, as an Ops Team member, provide cover for the Reception Desk
- Undertake such other duties and responsibilities as are appropriate to this level of post and in the functioning of the Operations Department.

Person Specification

	Essential	Desirable
Education		
Minimum of 5 GCSEs including Maths and English.	✓	
Minimum 2 A Levels	✓	
Trained to CIPD Level 5 or above or possess a degree in HR.		

	✓	
Experience		
At least 4 years HR administrative experience in a busy workplace.	✓	
Proven competence in electronic information management.	✓	
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector.		✓
Knowledge		
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel	✓	
Experience in using HR software and database applications		✓
Knowledge of the Charity or military sector		✓
Skills/ Aptitudes		
Enjoys working with people	✓	
High level of written and spoken communication and interpersonal skills	✓	
Able to respect the importance of confidentiality	✓	
Patient, tactful, diplomatic and approachable.	✓	
Be able to deal with people in stressful or upsetting situations	✓	
Able to streamline and improve operational processes, develop plans and policies	✓	
Flexibility and adaptability to prioritise and juggle a range of different tasks and to meet deadlines.	✓	
Confident in gathering facts and statistics and making financial calculations	✓	
Proven ability to take responsibility for tasks and use initiative.	✓	
Ability to work both on own and as part of a wider team.	✓	
Exceptional organisational skills.	✓	
Show dedication to completing tasks, with minimal supervision and direction.	✓	
Be able to work accurately with good attention to detail.	✓	
Possess appropriate right to work in the EU (i.e. EU national). This role requires a DBS and basic security checks.	✓	