

Job Description & Person Specification

Job Title: HR & Recruitment Officer
Contract: Permanent
Hours: Fulltime (part-time also possible)
Location: London, Hammersmith, with some opportunity for remote working
Salary: £27k – £29k per annum plus benefits

About Starlight

We are the national children's charity dedicated to using the power of play to make the experience of illness and treatment better for children and their families.

At Starlight, we are passionate about protecting this time of play, championing its importance and defending every child's right to it. Our passion takes us to the bedside of some of the most poorly children in the UK who are in hospital, often without hope of leaving. We use the power of play to create a sense of escape from the difficult reality in which these children find themselves. To delight and distract, entertain and enlighten them. But, most of all, to restore a smile to their faces, making moments of light when the day is at its darkest.

We now work with hundreds of hospitals and hospices to provide play, distraction and entertainment services which help to improve mental, physical, social and emotional wellbeing, even in the most challenging circumstances. We also run programmes of events and experiences, which create opportunities for children and their families to build social connections. Through the work we do and the people we work with, we listen, learn, and share knowledge, working with others towards systemic change in the provision of play in hospitals.

Our Strategy and the HR Officer role

Our people are our most important asset and our HR function, despite our small team, is much in demand. We are working to improve our policies and processes and are embarking on development of a people strategy to ensure we can support the strategic priorities of the Charity. With strategic development happening across the Charity, making sure we have the right people in the right places has never been more important.

Reporting directly to the Director of Finance and Resources, you'll ensure the smooth operation of all Human Resources matters throughout the employee lifecycle, as well as working on policy and process development. You'll be a real recruitment partner to our managers, helping them translate their needs into job descriptions and find the right recruitment approach for their roles. You will also support the smooth and safe running of our small but busy office, with some health and safety and contract management responsibilities.

You'll be confident and pro-active with a real attention to detail and a commitment to best HR practice and a great colleague experience. A strong communicator (written and verbal), you'll be people-focussed and able to bring the human touch to processes, as well as having experience in all elements of recruitment. Used to working independently and taking initiative, you'll be ready to respond quickly to a fast paced environment and willing to roll your sleeves up and get involved in whatever needs doing but also comfortable in saying no when needed.



Key Areas of Responsibility

1. Carry out all day to day HR administration for the organisation, ensuring the right people have the right paperwork and information at the right time
2. Maintain all personnel records in line with data security policy, including ensuring the most efficient use of the HR software
3. Supporting recruitment across the organisation, from 'request to recruit' through to offer, onboarding and induction
4. Manage processes across all stages of an employee journey, including leaver and joiner processes, management of staff benefit contracts, and learning & development needs
5. Co-ordination of HR workflows and project plans to ensure tasks allocated and followed up
6. Dealing with ad-hoc staff queries
7. Working with the Director of Finance & Resources to improve processes and policies
8. Build and maintain a volunteer database and support the development of a volunteer programme
9. Carrying out all other HR processes where needed, including auditing and reporting
10. Taking ownership of office contracts (cleaning, photocopier etc) and ensuring that services are carried out as expected
11. Supporting on Health & Safety and other matters as required

Person specification

Requirement	Essential	Desirable	Evaluation*
Demonstrable generalist experience within HR in a similar sized organisation	√		I,A
Used to handling confidential information with complete discretion	√		A
Excellent written and verbal communication skills	√		I,A
Demonstrable experience in supporting managers in all areas of recruitment	√		I,A
Working knowledge of general employment law and Data Protection requirements	√		I,A
CIPD Foundation level qualification or equivalent		√	A
Experience in supporting Learning & Development		√	I,A
Strong administration skills, including ability to manage filing systems, databases and spreadsheets in an efficient manner	√		A



Requirement	Essential	Desirable	Evaluation*
Excellent prioritisation skills, with the ability to manage a varied workload and competing priorities	√		I
Confidence to work with staff across the organisation to get things done	√		I
Basic knowledge of Health & Safety requirements for office environments		√	A
Enjoy being part of a small team where individuals thrive on working outside of their designated roles from time to time to get things done	√		I
Solid IT skills (Microsoft Office) and the ability to work with databases	√		A

*I = tested at interview, A= tested via cv / supporting statement

What we offer

A unique opportunity to be part of an organisation that is passionate about preserving childhood throughout serious illness.

A friendly, contemporary, open plan office environment just five minutes' walk from Hammersmith tube station with lots of shops, cafes and the River Thames on our doorstep. We are currently trialling hybrid working but all staff should expect to spend significant time each week in the office.

A competitive salary and benefits package including 25 days holiday rising to 30 days with service; employee assistance programme; life assurance; season ticket loan; ride to work; auto enrolment pension; Vitality healthcare cover.

To apply

Please email your CV accompanied by a supporting statement which demonstrates how your experience matches the person specification and highlights your most relevant, recent experience for this role, to our recruitment partner TPP on barry.attwater@tpp.co.uk

Closing Date: 29th November 2021

First Interview: from w/c 29th November 2021



Additional Information

Diversity Policy Statement

We believe that everyone has the right to be treated with consideration and respect. Starlight is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. We aim to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender, marital or civil partnership status, ethnicity, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Starlight actively welcomes candidates from diverse backgrounds. If you are invited to an interview and need any adjustments made or have particular access needs please let us know at that stage.

Shortlisting

Starlight is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; if you are shortlisted we will contact you and invite you to attend an interview on or before the dates in this document, please let us know on application if you have any difficulty with the dates. You will also be advised at this point if there will be any skills test, presentations etc. We may appoint to the role before the stated closing date if a suitable candidate is identified.

Employment Checks

All offers of employment are made subject to the following criteria: proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, enhanced DBS and two most recent references.