**HR and Office Manager**

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| Job title: HR and Office Manager |  |
| Accountable to: CEO | Line managing: Facilities Manager |
| Salary: £35-37k depending on experience | Hours: 35 hr week |
| Disclosure: Enhanced | Contract: Permanent |

**Tackling the root cause of homelessness in East London**

Providence Row works with more than 1.800 homeless and vulnerably housed people a year in east London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. Our aim is to ensure that people who are so often excluded from mainstream services and gain the opportunities they need to create a safe, healthy and sustainable life away from the streets.

As HR and Office Manager you will:

* Lead on HR support working with the external HR provider
* Lead on boarding and off boarding procedure
* Assist finance with payroll set up and queries
* Lead on IT support working with the external IT provider
* Line manage the Facilities Manager
* Support the governance function
* Provide executive support to the CEO and leadership team
* Take responsibility for Health and Safety

**The ideal candidate**

* Driven and highly motivated to lead the improvement of processes and procedures
* Thrives on leading work autonomously and taking responsibility
* Positive and confident attitude and works well as part of a team
* Experienced in the key delivery areas for the role

**Key responsibilities**

**Human resources**

* Development and management of the staff recruitment process
* Management of HR processes including employment contract for new staff and induction for new staff and volunteers
* Development and monitoring of policies and procedures
* Oversight of external HR support
* Development and monitoring of the staff training programme

**IT support**

* Oversight of external IT provider to ensure an excellent and value service is provided for all staff

**Facilities**

* Management of the Facilities Manager to ensure all facilities requirements are met

**Governance**

* Work with the CEO to ensure excellent governance support
* Organise the Trustee meetings schedule
* Assist the Leadership Team in managing legal and governance compliance

**Executive support**

* Provide support to the CEO and leadership team as required

**Health and safety**

* Managing all aspects of Health and Safety within the organisation
* Ensure training and recruitment of first aiders and fire wardens

**Person specification**

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| **Knowledge and experience** | **Essential/desirable** |
| Experience of overseeing an HR function (external or internal) | Essential |
| Experience of writing and monitoring HR policies and procedures | Essential |
| Experience of overseeing recruitment procedures | Essential |
| Experience of implementing legally health and safety arrangements | Essential |
| Experience of managing budgets | Desirable |
| Experience of developing and overseeing staff training | Essential |
| Excellent IT skills | Essential |
| Knowledge of data protection in relation to the recording and storing files | Desirable |
| Experience of working with a Board of Trustees | Desirable |
| Experience of planning and managing a diverse workload | Essential |
| Experience of line management | Desirable |

**Skills and attributes**

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| Excellent written and verbal communication skills | Essential |
| Attention to detail and motivated by improving systems and processes | Essential |
| Excellent time management skills and the ability to work to deadlines | Essential |
| Able to work outside of normal office hours for governance meetings | Essential |
| Flexible with a positive attitude | Essential |
| Able to work within the values of Providence Row (Respect, Inclusion, Empowerment, Justice, Compassion) | Essential |
| CIPD qualification | Desirable |