

We Are Hiring

HR OFFICER

Creativity

Holistic Education

Open-Mindedness

Individuality

Location:	SE1 and visits to E1 where required
Hours:	Monday: 8:00am - 4:30pm Tuesday: 8:00am - 4:30pm Wednesday: 8:00am - 4:30pm Thursday: 8:00am - 4:30pm, 4:30 - 6:00pm (training) Friday: 8:00am - 4:00pm
Responsible To:	Head of HR
Salary:	From £35,800 FTE per annum

Summary of the Role

The HR Officer is responsible for leading the delivery of HR services within an allocated school and acts as the primary HR contact for managers and staff. The role provides operational HR leadership across employee relations, recruitment, absence management, compliance, safeguarding and staff wellbeing.

Working closely with the Head of HR, the HR Officer coaches and advises managers, leads employee relations processes, conducts investigations and supports the implementation of HR strategy across the organisation. The role leads on recruitment, takes ownership of the full employee life cycle for the South School, including induction, absence management, records and staff wellbeing.

The HR Officer will be based primarily at our South London School and acts as the senior HR lead for that site, with responsibility for overseeing HR delivery, employee relations, compliance and HR decision-making within the school.

The postholder will contribute to organisation-wide HR projects and initiatives as part of the central HR team.

Responsibilities:

Facilitate Effective Employee Relations Across the School

- Act as the first point of HR contact for staff and line managers at the designated school, providing clear, confident and solutions-focused guidance.
- Provide practical, solutions-focused HR advice on employee relations matters.
- Coach, advise and support line managers in managing employee relation cases, handling performance, conduct, attendance and capability concerns.
- Ensure that employee investigations are conducted in line with policy, instructing and supporting managers to lead where appropriate, and keeping the Head of HR informed throughout
- Develop and deliver staff management and improvement plans in consultation with the Head of HR.
- Support the Head of HR with complex case management.
- Identify recurring employee relations issues and contribute to broader organisational learning.

Lead Recruitment and Ensure Safer Recruitment Compliance

- Lead the end-to-end recruitment process for the designated school, from identifying the need through to offer of employment.
- Liaise with departments to confirm recruitment needs and ensure job descriptions and person specifications are current and accurate before advertising.
- Place job advertisements across relevant platforms, monitor applications and shortlist in collaboration with the relevant department.
- Schedule and coordinate interviews, including greeting candidates, setting any required tasks and participating on the interview panel.
- Record interview notes accurately, complete interview criteria documentation and file appropriately.
- Advise candidates of outcomes promptly and in accordance with TCW's processes.
- Ensure all safer recruitment documentation is in place before any new starter joins, including references, DBS checks and right-to-work verification.
- Prepare and issue offers of employment and follow up on outstanding pre-employment requirements.
- Contribute to the review and continuous improvement of recruitment practice, including diversity data collection and lessons learnt.
- Quality assure recruitment documentation and compliance checks.
- Support recruitment improvement initiatives and diversity objectives.
- Analyse recruitment data and recommend improvements.

Coordinate the Induction of New Staff

- Coordinate the induction of all new staff joining the designated school, working with Teaching and Learning, IT, Safeguarding and Facilities to ensure documentation, access and equipment are in place.
- Create and maintain digital staff files for all new starters.
- Issue identity badges and allocate work emails.
- Log the successful completion of induction training for new teachers and issue certificates.
- Notify Finance when staff complete training and issue post-induction contracts.
- Update staff and trustee information on the MIS, including start dates and leavers.

Maintain Accurate Staff Records

- Maintain staff records for the designated school, including digital folders, contact details, contracts and DBS status.
- Regularly audit staff files to ensure addresses, contact details and next-of-kin information are accurate and up to date.
- Monitor and update the Single Central Record in line with safeguarding and Ofsted requirements, liaising with the Head of HR regarding any concerns or disclosures.
- Ensure all contracts are returned and correctly filed.
- Send safeguarding training to new staff and inform the Designated Safeguarding Lead of any staff requiring updated training.
- Update start and end dates and remove leavers on the management information system.
- Conduct regular audits of HR records and personnel files.
- Prepare HR reports and provide half termly data to the Head of HR.

Support Staff Wellbeing

- Be a visible and approachable presence in the designated school, building trusted relationships with staff.
- Provide empathetic, confidential support to staff with HR queries or concerns.
- Signpost staff to appropriate internal or external support for wellbeing and mental health needs.
- Work with the Head of HR and the Wellbeing team to monitor and promote a positive working environment.

Manage Absence and Attendance

- Track and record staff absences, annual leave and time-off requests for the designated school.
- Update attendance records accurately in the management information system (Ariel).
- Lead on leave request meetings with Headteachers and Directors.
- Lead on emergency leave requests, ensuring timely communication with cover teams.
- Coordinate return-to-work meetings by line managers following staff absence and follow up on any outstanding meetings.
- Provide absence trend data to line managers and the Head of HR for review and follow-up.
- Liaise with the Cover Department regarding leave and absence.
- Issue attendance data reminders to staff as required.
- Review absence data and identify trends to line managers and the Head of HR for review and follow-up.
- Promote a positive and inclusive working environment.

Support Performance and Compliance

- Support the coordination of appraisals and professional development documentation.
- Advise managers on performance management procedures.
- Schedule management coach sessions for staff and monitor timely access.
- Monitor CPD completion, Central Office training and probation reviews, supporting line managers in staff development processes.
- Assist in gathering and logging performance or conduct-related concerns for investigation.
- Provide the Head of HR with half-termly HR data for the designated school.

Be Part of the Central HR Team

- Promote TCW's ethos and values in all work.
- Create, develop and maintain HR policies and procedures in collaboration with the Head of HR.
- Write half-termly departmental review reports for the Executive Headteacher.
- Lead or support staff investigations and hearings when required.
- Provide flexible cover and support across the charity as needed.
- Lead or contribute to HR training for staff as required.
- Attend relevant meetings and training sessions.
- Complete DSL-approved safeguarding training and follow all safeguarding policies and procedures.
- Carry out general administrative tasks as required by the role.

Person Specification:

Qualifications and Memberships

Essential

- CIPD Level 5 qualification (or equivalent), or demonstrable progress towards completion.
- Degree-level education or equivalent experience.
- GCSEs in English and Maths (Grade C/4 or above) or equivalent.

Desirable

- Full CIPD membership.
- Additional qualifications in safeguarding, mediation or mental health first aid.

Experience

Essential

- Demonstrable experience working in an HR environment, including experience across the full employee life cycle.
- Experience leading or coordinating recruitment campaigns from end to end, including safer recruitment compliance.
- Experience supporting or leading on employee relations casework.
- Experience maintaining accurate and confidential HR records and managing data securely.
- Experience interpreting and applying HR policies and procedures.
- Experience working directly with managers, providing coaching and practical HR guidance.

Desirable

- Experience within a school, alternative provision or charitable/educational setting.
- Experience updating and managing a Single Central Record (SCR).
- Experience delivering HR-related training or briefings to staff.
- Experience working in a multi-site or school-facing capacity.

Skills and Knowledge

- Good knowledge of employment law and HR best practice.
- Ability to coach and advise line managers in a confident, supportive and solutions-focused manner.
- Excellent verbal and written communication skills.
- Strong administrative and organisational skills with meticulous attention to detail.
- Proficient in Google Suite and able to learn and regularly use Management Information Systems (MIS).
- Ability to manage competing priorities, meet tight deadlines and remain calm under pressure.
- Strong understanding of safeguarding responsibilities and confidentiality.
- Knowledge of GDPR and data protection principles in an educational context.
- Understanding of safer recruitment practices and Ofsted compliance expectations.

Personal Attributes

- Approachable, empathetic and discreet in handling sensitive situations.
- Proactive, self-motivated and an effective team player.
- Comfortable working independently and exercising professional judgement.
- Strong commitment to staff wellbeing and contributing to an inclusive, supportive workplace culture.
- Resilient and adaptable to change in a fast-paced, growing organisation.
- A genuine interest in education and the mission of TCW.

The job description is not an exhaustive list and there may be times when the Executive Headteacher or Director will require certain tasks to be undertaken that may not be listed here. These will always fall within the policies and procedures of TCW and within the remit of what may be expected in your role. There will always be a discussion between all parties on whether the successful candidate feels they can manage these extra tasks.

Extra Information:

This is a salaried full-time position. This role is only expected to work in the school during term time, with the exception of an additional 10 specified, out-of-term, office days (dates TBC in advance of the commencement of the school year or upon request). Official leave is 20 days per annum (to be taken out of school time) plus bank holidays; however the rest of the school holidays staff are only expected to work from home to the degree required to meet their duties, though should be contactable as required. This role may also be entitled to up to 5 days unpaid term-time leave per annum, to be taken in blocks of no more than 2 days at the discretion of the Executive Headteacher.

This role is based in the school office and has direct contact with students or is directly involved in the day-to-day running of the student's education, the school or office. To this end it is expected that this role is (under normal circumstances) an in-person role

The working hours are based on 08.00–16.30 with a 60-minute lunch break on weekdays, with some planning, preparation, reports, admin and meetings taking place outside of these hours. TCW reserves the right to hold meetings, social events and performances after these hours, which you would be expected to attend. This includes weekly Thursday training sessions, which run 4:30–6:00pm and the TCW showcase. Dates are provided at the beginning of every new academic year.

This role will be directly managed by the Head of HR. Performance reviews will happen at least once a term. It is expected that all successful candidates will follow the policies and procedures of TCW at all times and conduct themselves in a manner deemed acceptable and appropriate by the CEO of TCW in accordance with the staff handbook.

All teachers and members of management will be required to meet the Ofsted criteria of good and always aim for outstanding as depicted in the Ofsted guidelines. Staff will be required to attend extra, unpaid training if they do not meet the criteria for good.

THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment.