



## JOB DESCRIPTION

<b>Job Title:</b>	HR Officer
<b>Responsible To:</b>	<i>Assistant Head</i>
<b>Location:</b>	Central Office, London and other TCW School sites as necessary
<b>Hours</b>	Monday - 8am - 4.30pm Tuesday - 8am - 4.30pm Wednesday - 8am - 4.30pm Thursday - 8am - 6.00pm Friday - 8am - 4.00pm
<b>Salary:</b>	From £35,000 FTE per annum

### Summary of the role:

To lead the HR team in delivering an effective HR service to all The Complete Works (TCW) staff members, taking into account legal and best practice needs, aligning with organisational challenges and requirements. Ensuring that the schools, their leaders, managers and employees receive the HR support necessary to be successful in delivering education to its students.

### Responsibilities:

- 1. Manage the HR Department to support the school and charity requirements**
  - a. Line manage members of the HR department
  - b. Ensure organisational HR policies and terms and conditions of employment are up-to-date and in line with employment law, Ofsted/DFE requirements and best practice
  - c. Ensure Managers are updated, trained in and comply with HR policies and procedures
  
- 2. Handle employee relation issues**
  - a. Coach, educate, advise and support all Line Managers in all employee relations cases and people management issues
  - b. Provide support and advice regarding employee relations issues
  - c. Issue HR documentation and correspondence
  - d. Deal with queries from managers or staff
  - e. Support line managers with staff disciplinary procedures
  - f. Lead on, or support, employee investigations when instructed to do so

**3. Keep accurate records of all staff information**

- a. Keep the Single Central Register up-to-date and in line with employment law, Ofsted/DFE requirements and best practice
- b. Keep a log of when a new teacher has successfully completed the induction training programme
- c. Issue completed new teacher training certificates
- d. Alert Finance when a new staff member has successfully completed training and issue post induction full contracts
- e. Make sure that full contracts are returned and in staff members' folders

**4. Manage the recruitment department to recruit, induct and train new staff**

- a. Liaise with all departments to assess recruitment needs and ensure an up-to-date Job descriptions/person specifications are in place
- b. Manage the recruitment team ensuring they place relevant advertisements, select appropriate and suitable candidates for interview according to the agreed standards and particular requirements of the company, sends interview information to candidates, coordinates interview times with the interview panel and applicants booking relevant space for the interview and ensure all candidates are greeted when they arrive for an interview, taking time to introduce them to the company and making sure they are prepared for the interview
- c. Assist on the interview panel, when required, recording notes from the interview to add to the applicant's file and ensure recruitment team complete and file the interview criteria
- d. Oversee offers of employment, references, interview criteria and all necessary checks in line with the safer recruitment policy are completed
- e. Ensure accurate records are kept including staff files and records on our management information system checking and updating these on a regular basis
- f. Oversee the induction process including ensuring staff have identity badges, access to online resources and staff work emails

**5. Manage and review staff absence levels across the organisation supporting Line Managers and making suggestions for improvement**

- a. Record absence and leave requests
- b. Support the HR Coordinator and cover them, as required, in handling emergency leave requests every morning liaising with the schools' cover teams
- c. Inform Senior Leadership with emergency absence before 8.00am in order to support staff distribution across TCW
- d. Provide line managers with the attendance data for each staff member for their review

**6. Ensure that all staff are fully compliant with safeguarding requirements**

- a. Alert the Executive Headteacher if there are any missing documents, unanswered checks and references, any negative or concerning references or any DBS checks that have information on them of previous convictions or arrests
- b. Create and run a thorough system for checking that DBS checks for all staff are always in date and alert staff when they need to be reviewed

**7. Support the appraisal process**

- a. Oversee the appraisal process and support line managers with coordinating their appraisals and keep appraisal documentation secure

- b. Work with the finance department and Teaching and Learning department on staff end of year pay reviews

**8. Review staff motivation and engagement and recommend positive initiatives**

- a. Be available to staff to when needed and signpost them as to where they can get further support for any queries or concerns they have
- b. Be supportive of mental health needs in all our staff and work with the Head of Safeguarding and Wellbeing and the School Counsellor to ensure everyone is supported
- c. Approach all HR issues with empathy and compassion explaining policies and procedures to help staff understand expectations

**9. Liaise with the external HR Consultant/Management Coach**

- a. Identify staff who may need support and guidance from the management coach
- b. Coordinate the Management Coach's timetable

**10. Be a part of the central leadership team**

- a. Promote the school ethos and values in all work
- b. Represent your areas of responsibility in management meetings
- c. Create, develop and maintain all policies and procedures relating to your areas of responsibility
- d. Discuss the relevant policies and procedures and any innovations you have brought in, when required, to Ofsted and the Board of Trustees
- e. Write a half-termly report reviewing the department's work for the Executive Headteacher
- f. Write reports for the Trustees as required
- g. Line manage staff as required
- h. Conduct staff investigations and hearings as required
- i. Cover and support roles within the school as required
- j. Lead training as required
- k. Attend meetings and training as required
- l. Be trained in DSL Level safeguarding and follow all safeguarding policies and procedures to protect our students

**Person Specification**

**Essential**

- Qualifications in: GCSE in Maths and English at C or above. A-Level or above. Degree or equivalent. CIPD qualified, Level 5 or above or equivalent. Ideally Level 7 or Chartered CIPD
- Experience in generalist HR Practice, recruitment, managing and advising on employee relations cases in all areas of HR
- Experience of managing an HR team or people management
- Experience in dealing with challenging and complex people issues
- Strong understanding of employment Law and HR best practice, recruitment and safeguarding
- Confident in directing and advising managers in all aspects of people management and development. Ability to coach, educate and support Line Managers in HR practice
- Able to review, update and create new HR documentation and policy as required
- Skills in, negotiation, influencing, coaching, dealing with conflict, managing sensitive issues, leadership and people management
- Strategic and commercially aware in approach to ensure HR provides a service to the organisational needs
- Ability to respond to a fast changing environment and match HR needs to organisational needs
- Ability to create and maintain robust HR and safeguarding systems
- Professional, resilient approach at all times

- Share a vision to make a difference in young people’s lives and an understanding of the difference this role can make
- A confident, direct, but empathetic approach to work
- Accuracy and high levels of attention to detail
- Ability to work alone and with initiative
- Excellent organisational and planning skills and ability to multi-task
- Adaptable and flexible approach to work
- Willing to embrace change and challenge processes to improve efficiency
- Able to manage workloads and priorities and work under pressure
- A team player who is able to develop effective relationships with the team and work in partnership with others
- Excellent written and verbal communications skills
- Strong administration skills
- Good knowledge of Microsoft Office packages, Gmail, Google Drive, etc.
- Good numeracy and written English
- Excellent telephone manner
- Personable, professional and courteous in manner
- An enthusiastic, positive and proactive attitude to work
- Able to manage stressful environments
- Able to be discreet and loyal
- Able to handle confidential material
- Strong people management skills with the ability and knowledge to motivate, train, develop, appraise and manage a team

**Desirable**

- Experience of working in an educational environment
- Experience of working in a creative environment
- Knowledge of safeguarding matters
- Experience of working in a charity

The job description is not an exhaustive list and there may be times when the Chief Executive Officer or Executive Headteacher 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 office 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. During periods of school closure (approximately 12 weeks a year) this role will be able to decide whether to work from home or in the office and only needs to work the hours needed to meet the demands of their role, while remaining fully contactable unless on annual leave. 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.

The working hours are based on 08.00-16.30 with a 30-minute lunch break 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 line managed by *an Assistant Head* with performance reviews happening in line with the appraisal policy. It is expected that the successful candidate will follow the policies and procedures of TCW at all times and conduct themselves in a manner that is deemed acceptable and appropriate by the Executive Headteacher and CEO of TCW in accordance with the staff handbook.

All members of staff 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.