**Candidate Information**

**Job Title** HR Support Officer

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| **Salary:**  | Grade E: £ £22,949 pro rata per annum  |
| **Hours:** | 30 hours per weekWe are very happy to discuss working hours to suit individual circumstances. This role is particularly suitable for compressed hours / school hours. |
| **Contract:**  | Permanent |
| **Disclosure:** | Enhanced DBS is not required  |
| **Base:**  | Bristol Hub with the flexibility to work from home  |
| **Travel:**  | This role does not involve regular travel.  |
|  | A key part of being the Charity that makes it easier to walk and cycle is that most colleagues cycle, walk, wheel or use public transport for the majority of their work journeys. We support this with access to a Sustrans pool bicycle and National Standards Cycling Training.  |

**Job or Project Specific Information**

Sustrans’ vision is a society where the way we travel creates healthier places and happier lives for everyone. Active travel can help people access the things they need: work, education, food, health services and recreation.

HR Team support our colleagues through the employee lifecycle, enabling them to best deliver on Sustrans’ vision.

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|  **Where this role sits in the structure:** |  |

**Job Description - About the Role**

**Overview**

To be a key member of the HR team by providing comprehensive and efficient administrative support of HR-focussed processes and procedures and to accurately record personal information on the HR database, Cascade.

To undertake HR procedures and processes according to the charity’s policies and employment legislation, ensuring efficient and effective use of all HR-focussed processes and procedures.

Other administration tasks will include assisting colleagues with employment queries, giving advice and support on any policies, procedures or terms and conditions.

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| **Where this role sits in the structure** | Reporting into the HR information & Systems ManagerWorking closely with Director of People Operations, HR Business Partners, HR & Payroll Officer, and other members of the HR / L&D Team.This role does not have line management responsibility. |

**Key Responsibilities**

**Delivery of projects or services:**

* To assist in the provision of support and guidance to colleagues on general HR issues, escalating if necessary.
* To enact changes to colleagues’ roles, providing confirmation and issuing documentation where necessary.
* To undertake the process for leavers by checking FocalPoint records, advising on outstanding annual leave and confirming dates.
* Responding to requests for loans, joining salary sacrifice schemes, purchasing of additional annual leave, and flexible working requests or career breaks.
* Monitor the shared HR inboxes and respond to colleagues regarding employment issues, giving advice and support on, for example, company policies and procedures and terms and conditions of employment.
* Advise colleagues on any statutory processes, for example: flexible working, sickness absence, fixed term contracts, annual leave, etc.
* Work with the HR Information & Systems Manager to complete workflow tasks as inputted through Cascade and deal with the tasks as they arise.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification, we can train you in any gaps.*

**Person Specification**

The following criteria sets out the method by which the skills, knowledge and experience will be assessed against. Our website has a useful guide about how to make a great job application.

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|  | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Previous experience in an HR service delivery setting | X |  |
| Experience of offering a support service to others |  | X |
| Experience of HR administration procedures | X |  |
| Experience of using HR systems such as colleague databases | X |  |
| Experience of dealing with enquires and confidential information with tact and discretion | X | X |
| **Skills and Abilities** |  |  |
| Excellent IT skills including database management and interpretation | X | X |
| Ability to communicate effectively at all levels and to interpret information for others | X | X |
| Exceptional interpersonal skills |  | X |
| Excellent written and verbal communication skills | X | X |
| Ability to be organised and methodical, to work to deadlines | X |  |
| Ability to work with complete confidentiality | X |  |
| Ability to think logically | X | X |
| **Specific qualifications/ training required** |  |  |
|  |  |  |
| **Specific knowledge required** |  |  |
| Knowledge of employment law basics | X |  |

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future, we will consult with the post holder before doing so.

**Everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies, and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to more fully understand, access and represent the communities we work in. Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.