**JOB DESCRIPTION**

**Title HR & Recruitment Generalist**

**Employed by Crossroads Care NI Charitable Group**

**Responsible to HR Manager**

**Salary £28,000 pro rata, per annum**

**Working Hours 20 hrs per week Monday-Friday with occasional evening and weekend (some travel to other locations may be required)**

**Job Summary**

The HR and Recruitment Generalist will assist the HR Manager in all human resource activities within Crossroads Care NI Charitable Group. The role will include working in conjunction with Operations Managers, scheme managers, administrative staff to ensure the function of the HR department is maintained. Working closely with the HR manager in producing summary reports for the CEO, monthly, with support from the HR administration team; And undertaking reception duties for the department, always including the projection of a professional image.

**Policies**

To work closely with the HR Manager and Operations Managers to ensure that HR and Care policies reflect a unified approach to working practices

To assist the HR Manager and Operations Managers, to review and update the staff handbook to ensure it is relevant and in line with company policy and changes in legislation

To support the HR Manager to ensure all HR policies are updated and distributed in a timely manner in line with current legislation and company requirements

**Employee Relations**

To ensure the smooth and efficient handling of all employee relation cases including conducting disciplinary and grievance investigations

To work with in Conjunction with HR Manager and Operation Managers where employee relations cases lead to disciplinary hearings and appeals

To work with Scheme managers, where concerns arise to ensure the smooth and efficient management of crossroads probationary process.

Send non-contact letters when advised by scheme managers or operations managers that staff have become unavailable or have not returned communication

To work with the appropriate scheme manager and operations managers to ensure that staff requests to change contracts or work flexibly under the relevant company policies are completed proficiently, giving due regard for the needs of their scheme area and ensuring paperwork is processed in a timely manner.

**Absence**

Be responsible for absence management including advising managers appropriately in all absence cases and conducting absence review meetings

Monitor and review absence figures and report to the Senior Management Team where trends or concerns arise

Create payroll absence report for SSP payments

**Leavers**

Carry out exit interview

Send resignation acknowledgement

Pass all relevant information to payroll by 10th of each month

Update PAMS with employee leave date

Archive employee file in line with GDPR

Respond to all incoming reference requests for leavers

**Appraisals**

Distribute appraisal to all staff yearly

Collate appraisal returns

Forward returns to line managers for managers appraisals to be completed

Check each appraisal to ensure managers have addressed any employee concerns

Log scores in an appraisal tracker system

Feedback to senior management regarding appraisal results

Ensure all necessary actions / changes are made following appraisal feedback

**Recruitment**

With administrative support, oversee the recruitment of staff across the organisation including:

* Domiciliary
* Recruitment Agency
* Charity Projects
* Office
* Children’s Activity Room

Working with the HR Manager to ensure all recruitment practices in the organisation reflect current legislation and best practice standards

Work closely with the HR Manager and Operations to ensure appropriate staffing levels are maintained in all areas of the company and report to the Senior Management Team where trends or concerns arise.

Proactively seek recruitment opportunities in the local communities through jobs fairs, job centre contacts and local business closures

Liaise with media outlets to ensure affordable and successful recruitment campaigns are undertaken

Supporting HR Manager to ensure job descriptions are created / updated and reflective of the current vacancy requirements

Write job adverts ensuring they promote equal opportunities and include all relevant information

With Administration support ensuring the everyday function of recruitment is maintained to include:

* Shortlist applications against set criteria
* Send regret / invite to interview letters
* Send outcome letters to all candidates
* Ensure all pre-employment paperwork is returned including employment gap information and criminal record disclosure and ID photo
* Check all recruitment information has been received and recorded in line with all legislative guidelines including Access NI, RQIA, NISCC and GDPR
* Send invite to induction letters to all candidates
* Create an ID badge for the new start
* Send a contract of employment to the new start to be signed and returned
* Work with the Managers, where concerns arise, to ensure the smooth and efficient management of Crossroads probation process
* Support line managers with any probation queries or concerns and hold interim meetings where necessary
* Support line managers where probations need to be extended or closely monitored
* Send employees letters to confirm when they have successfully completed their 6-month probation review to confirm their permanent employment status
* Track, monitor and report to payroll on all refer a friend recruits, ensuring Crossroads staff are paid appropriately in line with our refer a friend scheme

**Article 52 & 55**

Extract Article 52 & 55 report from relevant software package

Establish employees who are non-determined within the report

Write to all non-determined employees requesting further information

Collate employee returns and determine on their behalf where they have failed to respond

**Reception**

Be the first point of contact for the department, deal with queries and distribute calls as appropriate or take messages and pass on in a timely manner

To carry out any ad-hoc administrative duties such as photocopying, sending documents via post or email

To file all HR paperwork in employee personnel files in a timely manner

**Administration Department**

To provide cover in the administration department during busy periods or periods of leave

***This job description and the tasks identified are not exhaustive and will be subject to review in light of changing circumstances. It is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.***

***The post holder will undertake their duties in all subsidiaries within the ‘Crossroads Care NI Group’.***