

# HR and Onboarding Officer



Working better together  
for our residents

> People directorate > human resources

## What's it all about

As a HR and Onboarding Officer, reporting to the HR and Onboarding Manager, you will provide a high-quality, efficient and compliant HR service - ensuring an excellent employee and candidate experience across onboarding, first-line advice, support and resolution services and core HR processes.

## How you'll make a difference

You will deliver a first-class customer focussed service through compliant and efficient end to end processes. Giving timely and accurate advice, you'll provide support to managers, colleagues, and candidates ensuring NHG deliver an excellent service to our residents by keeping our people processes running smoothly.

## How you'll do it

You will deal with multiple priorities across your business area and NHG to deliver a great employee and candidate experience.

### Recruitment and onboarding experience

- Support NHG's recruitment activities and deliver a first-class onboarding experience for both candidate and manager (including internal transfers).
- Ensuring the onboarding experience allows candidates to join smoothly and be set up for success
- Work closely with the talent acquisition team and orientation and induction team to ensure business needs are met and candidates are ready to join NHG.
- Ensure internal compliance requirements are maintained before and at all stages of recruitment campaigns.
- Ensure compliance with areas such as DBS, Right to Work, Visa Sponsorship and SM&CR and that statutory requirements are consistently met.
- Ensure all letters, documentation and other communication is clear, accurate

and well written and there is effective record keeping in place.

### HR first line advice, support and resolution

- Deliver a HR advice and support service for new recruits, colleagues and managers ensuring support and accurate advice is given, resolution achieved first time and advice is documented as appropriate.
- Manage a range of lower-level case work (e.g. reasonable adjustments, flexible working informal warnings, IHC etc).
- Support maintaining HR's presence on Milo (NHG's intranet) and HR SharePoint sites ensuring content is up to date and easy to access.
- Support organisational change, TUPE and restructure activities.
- Support with people development activities at times of high demand and/or cover for absences

### Administration and support

- Provide a range of administration and support as required including meeting management, minute taking and cover for people development administration and on the day activities.
- Support payroll/pay award activities and work effectively with the HR Administration team to ensure all HR data is accurate.
- Provide input and support for audits, DSARs and other compliance activities.
- Support the improvement of ways of working, processes and update operating procedures.

## All about you

**Essential knowledge, experience and skills including qualifications and professional membership**

- Experience of working in a HR function and of working with HR information systems and maintaining high data and information accuracy.
- Proven experience of providing HR advice and support to colleagues and managers at all levels.
- Ability to interpret HR policy and provide clear and accurate advice considering the situation
- Proven experience of delivering a first class onboarding experience

#### **Skills & Attributes**

- Strong organisational and prioritisation skills, with the ability to manage competing demands without losing quality or compliance.
- Good understanding of employment law, sound judgement and decision making skills, with the ability to apply these to first line advice, case work and day-to-day practices.
- Good written and verbal communication skills, with the ability to explain complex matters clearly

#### **Qualifications**

- CIPD qualification desirable (level 3)