

Human Resources & Operations Officer

Application Pack

Why FORWARD?

We are the pioneering by and for African women-led organisation working to end violence against women and girls in the UK, Europe and Africa. From female genital mutilation and child marriage to domestic and sexual violence. We tackle and advocate against abuse and discrimination, enabling African women and girls everywhere to have the dignity, health and equality they deserve.

At FORWARD, we focus on personal stories and the bigger picture. We support affected women and girls on the ground – bringing together communities, developing skills and knowledge, and nurturing young women leaders of tomorrow. And it's why we work strategically to challenge and support decision-makers and practitioners, conducting community research, building partnerships and creating opportunities to transform lives.

If this sounds like something you want to be part of, then we look forward to receiving your application for this role. It's an exciting time to join our growing, award winning and dynamic organisation.

Our values are our foundation

They are at the heart of everything we do; from how we work with our service users, how we work with each other, to our stakeholders and partners. Our values enable us to stay on track and remind us of what matters most, especially as we strive to achieve change.

- **Nurturing**
We foster a spirit of dignity & strength
- **Trusted**
We're honest and ethical in all we do
- **Together**
We believe in collaboration in order to affect change

- **Bold**
We're unafraid to speak up
- **Equal**
African women and girls' lives matter
- **Grounded**
Our roots are in our communities

Benefits of working at FORWARD?

We are committed to supporting our staff and offer a wide range of benefits, including:

Holiday entitlements

You'll receive 25 days paid holiday (pro rata), plus bank holidays and two additional “duvet days” between Christmas and New Year.

Pension

You'll be enrolled in a Nest pension scheme, where we'll pay a 3% employer contribution.

Support

You'll have access to wellbeing support – such as a counselling service and staff away days.

Training

At FORWARD, we believe in the importance of developing staff. We provide a range of internal and external training. We have a strong culture of training and you will be able to take part in skills and knowledge-based training each year.



The role

Salary:	£28,371 – £31,500
Duration:	Permanent
Hours of work:	35 hours - full time
Location:	Hybrid
Reports to:	Human Resources & Operations Manager
Line reports:	Office Volunteers

As well as being responsible for the smooth running and management of day-to-day HR and IT operations and administration, you will collaborate with employees and volunteers across the organisation and support them with planning and managing HR activities throughout the employee lifecycle (recruitment and selection, performance management, learning and development etc.). You will have the opportunity to support the HR & Operations Manager with the development and implementation of HR initiatives and projects aligned with organisational needs and priorities. You will provide general support and handle all office enquiries and also be involved in managing HR systems and databases, generating HR reports and analytics, and ensuring data integrity. Additionally, you will be expected to stay updated on HR trends and best practices to ensure our HR processes are efficient and align with industry standards.

What's it like working at FORWARD?

We have a culture of encouraging creativity. Bringing ideas and solutions to complex problems is welcomed as part of the role. We believe in connectivity, and ensure that we connect as a team by being together in our London office as much as we can. We are committed to building a truly diverse team and have a commitment to equality, diversity and inclusivity as part of who we are and everything we do. We are a values-driven organisation and expect all our staff to exhibit a commitment to these through their working practice. As an organisation that tackles multiple forms of abuse, we ensure staff are supported to embrace a culture of well-being and continuous improvement, feedback and feeling able to challenge each other to succeed.

How will you make a difference?

Human Resources

a) Staff Recruitment and Selection (R&S)

- Ensure that line managers are kept fully informed about the R&S process and procedures and support them to fulfil their roles in relation to recruitment
- Support staff recruitment in conjunction with key staff to ensure recruitment information is current and conform to organisational policies on recruitment.

b) HR Policies and Procedures

- Support the Operations Lead with ensuring policies are reviewed and updated on a regular basis and that staff are kept informed regularly
- Ensure policies are implemented as agreed by the Senior Management Team (SMT) e.g. exit interviews, appraisal process.
- Provide support in investigations for disciplinary and grievance procedures
- Administer the probationary review processes
- Oversee record keeping and reporting including oversight of annual leave and sickness records through the HR platform.

c) Onboarding and Staff Training

- Manage new joiner process from offer letter through to Joining instructions and relevant DBS checks
- Ensure accurate and complete information is available to staff and included in the induction process for all new staff
- Ensure an effective induction process for all new staff, including people returning after long term absence e.g. maternity, sickness etc
- Support staff training and development processes.

d) Health & Safety and HR Administration

- Assist Operations Lead with maintaining Health and Safety standards and identifying any hazards or risks
- Ensure the HR data base is up to date in both electronic and hard copy systems including ensuring correct collation of information in relation to absence/statistics for all personnel and performance management
- Support the Operations Lead to maintain organisational HR policies and practices and ensure easy access for all staff
- Manage employee data in HR systems and ensure data accuracy and integrity
- Generate regular HR reports and analytics for HR and senior management
- Assist to coordinate performance management processes, including goal setting.

Office Management & Operations Support Functions

a) Manage the Administrative Systems and Office Functions

- Provide administrative support to the Executive Director, Head of Operations and other members of the SMT
- Manage and develop virtual and physical office systems to ensure the effective running of the office including manual and computerised office systems; filing and maintaining databases
- Undertake general office duties, including dealing with post, scans and internal and external e-mail enquiries
- Do photocopying and collating papers and mailings; arranging for documents to be printed/bulk printing arrangements
- Monitor stocks of basic items, for example stationery, paper, toner etc. ordering stationery, periodicals, books, equipment and other items
- Liaise with suppliers and ensure systems and equipment function well.

b) ICT and Office Equipment

- Provide basic level ICT support to the organisation, in liaison with the external ICT support services and the Head of Operations
- Act as the first point of contact and troubleshooting for staff ICT queries
- Ensure that all office equipment is in working order at all times
- Liaise with the IT support service and other IT consultants where necessary to ensure management of office computer network, software, anti-viral systems and related IT issues
- Add new users to the system and manage staff access to IT support
- Manage FORWARD's electronic Databases
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c) External/Internal Meetings and Events

- Assist with the organisation of FORWARD conferences, training seminars and other events, including arranging dates and venues; organising refreshments and other requirements; taking bookings and dealing with enquiries
- Assist with the taking of minutes and notes at meetings
- Assist with the organisation of Staff meetings
- Support logistics for all Board meetings including catering where needed.

General Responsibilities

- Comply with FORWARD's Equal Opportunities and Health and Safety Policies
- Abide by organisational policies, code of conduct and practices
- Participate and oversee in supervision sessions and annual staff appraisals
- Attend relevant training in order to fulfil the requirements of the job
- Participate in FORWARD staff team meetings and related operational meetings
- Attend meetings internally and externally as and when requested
- Be proactive in keeping up to date with developments affecting your work by improving personal competence through professional development.

Confidentiality Clause

All staff have a duty of confidentiality to FORWARD, which exist in Common Law. FORWARD has a duty to maintain strict confidentiality in relation to information and the whereabouts of its users, and keep safe and secure all information given to its staff in the course of their duties. This applies not only during the course of employment but also after termination of employment. This confidentiality clause covers such matters as knowledge of FORWARDs business, information on our users, business contacts and policies & procedures.

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.



What will you bring to the role?

Criteria marked (E) for Essential or (D) for Desirable

Experience

- *Experience of human resources administration-delivering key HR process e.g. recruitment and selection, induction, training and development (E)*
- *Experience of providing a reception service and liaising with a variety of individuals, organisations, and service providers at all levels (E)*
- *Experience of preparing and writing agendas, minutes, reports, presentations, letters and other documents (E)*
- *Experience in evaluating and optimising processes to improve performance (D)*

Knowledge

- *Understanding of the need to maintain confidentiality in all areas of work. (E)*
- *Knowledge of anti-discriminatory practice and equal opportunities and ability to apply awareness of diversity issues to all areas of work (E)*

Skills & Abilities

- *Give information and advice to line managers on all aspects of people management in line with set policies (E)*
- *Ability to troubleshoot difficult situations, and deal with such situations calmly, efficiently and effectively (E)*
- *Good personal skills such as: communication; teamwork; self-motivation; demonstrable initiative (E)*
- *Persuasion, negotiation, diplomacy and presentation skills including a clear and friendly telephone manner (E)*
- *Proficient in word processing, spreadsheets and databases, preferably in a Windows environment (E)*

Education / Training

- *Relevant professional qualification in HRM or HRD e.g. CIPD plus evidence of continuing professional development.*

Experience

- Experience of managing office budgets, including monitoring expenses and negotiating with suppliers (D)
- Experience of developing and maintaining systems for information storage and retrieval, diary systems, systems for messaging etc. (E)
- Demonstrated experience of working in a culturally and linguistically diverse environment showing sensitivity to people from non-English speaking backgrounds. (E)

Knowledge

- Up to date knowledge of HR and its relevance to organisations in the voluntary sector, including HR procedures and confident in use of an HR database (D)

Skills & Abilities

- Organised and able to arrange and minute meetings and multi task (D)
- Proficient in analysing HR metrics and data to make informed decisions and improve HR strategies. (D)
- Writing skills with evidence of producing reports, policies and internal briefing papers, and ability to write succinct reports on complex areas (E)
- Able to keep data protection rules and professional confidentiality (E)
- Methodical with great attention to detail while maintaining an understanding of the needs of people in organisation development (E)

Other Requirements

- Able to work some evenings and occasionally at weekends
- Commitment to the values and ethos of FORWARD in safeguarding rights and dignity.

How to apply?

Application deadline: 14th March 2025

Interviews: 4th April 2025

Please email your CV and a separate short cover letter specific to this position to recruitment@forwarduk.org.uk by the application deadline.

In your cover letter, please don't repeat the information covered in your CV, but do include how you meet the job specifications and why you feel you're the best person for this role. Your covering letter should include:

- Why you would like to work for FORWARD?
- Why this particular role interests you?

Please use the job description and person specification information in this application pack to detail your suitability. If you would like to submit your application in a different format, please get in touch via email or phone (020 8960 4000) and we can discuss how best to facilitate your request. **CVs submitted on their own, without a supporting covering letter, will not be considered.**

If this opportunity sounds exciting to you but your experience, skills or qualifications don't match every requirement exactly, we would still encourage you to apply - you may just be the perfect fit.

FORWARD is committed to promoting equal opportunities in employment. Applicants will receive equal treatment regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. In order to help ensure that our policy is working well please complete an Equality and Diversity Monitoring Form and submit with your application.

If you would like to discuss any aspect of the role or the application process please email recruitment@forwarduk.org.uk and we would be delighted to answer any queries you may have.