



Role	Workforce Officer	Department	Organisational Development
Reports to	People and Policy Manager	Contract Type	Contracted Hourly

Job Summary

Reporting to the People and Policy Manager, the Workforce Officer will provide HR and workforce support across the employee lifecycle, delivering high-quality recruitment, workforce administration, and operational HR services. Supporting the implementation of people policies and procedures, the postholder will ensure workforce data and HR systems are maintained accurately and efficiently, while contributing to a compliant, responsive, and employee-focused People service.

Key Responsibilities	
Recruitment and Onboarding	• Coordinate recruitment activities from vacancy approval through to appointment. • Prepare recruitment documentation and arrange interviews in line with safer recruitment. • Complete pre-employment checks, including references, right to work, DBS, and occupational health. • Prepare contracts of employment, onboarding documentation and induction plans for new starters. • Ensure the onboarding process is completed efficiently and within agreed timescales.
Workforce Administration	• Administer employee lifecycle changes, including contract amendments, family leave and leavers. • Maintain accurate employee records and HR systems. • Prepare employment correspondence and contractual documentation. • Ensure workforce information is processed accurately and confidentially.
HR Support	• Provide first-line advice to managers and employees on HR policies and procedures. • Support attendance management and employee relations processes. • Assist with the consistent application of HR policies under the guidance of the People and Policy Manager.
HR Database & Systems	• Maintain accurate employee records within the HR information system. • Process workforce transactions promptly and accurately, ensuring data is complete, accurate, and up to date. • Assist with HR system testing, updates, and process improvements. • Ensure compliance with data protection and information governance requirements when managing HR data.
Employee Experience	• Support initiatives that promote employee wellbeing and engagement. • Assist with workforce communications and employee initiatives. • Contribute to activities that improve employee retention and experience. • Promote equality, diversity, and inclusion in all aspects of the role.
Mandatory Training	• Monitor mandatory training compliance producing regular training compliance reports for managers. • Liaise with managers and employees to ensure mandatory training is completed within required timescales. • Maintain accurate training records within the HR and learning management systems. • Support the coordination and administration of mandatory training programmes.
Working Pattern	• Core hours will align to office based rota, working Monday to Friday. • Ability to work flexibly and out of hours to meet the needs of service delivery are required.

<u>Education and Qualifications</u> • CIPD Level 3 Foundation Certificate (or above) • Evidence of continued professional development • Minimum of Grade 6 in English (or) • 2 years experience HR / People Services.	<u>Skills and Competencies</u> • Exceptional organisational and interpersonal skills. • Digitally confident in HR information systems. • Ability to provide clear, practical HR advice in line with policy. • Commitment to delivering customer focused HR services.
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Accountabilities

Communication & Relationships	• Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA. • Ensure professional administration of all aspects of work are undertaken in a timely manner. • Ongoing communications with department managers and leads when required. • Promote an open and inclusive working style.
Information Services	• Use internal YMCA Humber Information Technology systems to support day to day delivery of your role. • Maintain accurate records and data on organisational databases. • Ensure Mandatory GDPR Training requirements are met on an annual basis. • Where role requires, access and implement online external sites so as to process different admin requirements.
Training & Development	• Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager. • Undertake mandatory training courses in line with YMCA Humber requirements. • Undertake job specific training which will enable you to carry out your role and enhance your skills. • Take an active lead in personal development activities to enable you to develop within your role.
Policies & Strategies	• Ensure your working practice complies with all YMCA Humber policies and procedures. • Ensure you have read and consented to all mandatory policies during your probationary period. • Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness. • Awareness of the current Values and Strategies of the organisation.
Planning & Organisation	• Ability to plan own work schedule to support departmental targets. • Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks. • Ability to work within the remit of the daily timetable and ensure day to day workload is completed. • Ability to adjust methods and plans based on business needs.
Safeguarding & Confidentiality	• Ensure effective safeguarding process are on place are adhered to at all times. • Highlight any potential safeguarding issues, actioning where appropriate. • Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need. • Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.
Conduct & Behaviour	• Conduct yourself in line with the general standards of conduct and behaviour. • Have awareness of risk, health & safety at work and data protection requirements. • Embrace the cultural diversity and beliefs of colleagues and service users. • Operate in a professional and inclusive way through all aspects of your role.
Other Requirements	• Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation. • Undertake any other duties as may, from time to time, be required which are commensurate with the post. • A willingness to work to a variety of hours including evenings, weekends and bank holidays. • Commitment to the YMCA Humber Vision, Values and Christian Ethos.