

**JSPCA Animals' Shelter**  
**Role Profile**  
**Human Resources & Volunteer Officer**

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An integral member of the operational team, the HR & Volunteer Officer provides support to the Organisation through the delivery of a professional HR service and Volunteer Programme. You will work within the appropriate legislation and JSPCA policies, procedures and guidelines.

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**Areas of responsibility and delivery:**

**Supporting the Business**

Under the guidance of the Head of Operations, and by planning and managing your day to day work in an efficient way and communicating with colleagues you will ensure the most efficient use of resources. Your duties will include:

**Human Resources**

- Providing advice and support to managers and staff alike, on a range of matters, including salaries and benefits, performance, disciplinary processes, grievance processes, sickness and absence management, employment law etc.
- First point of contact for all general HR queries, holidays and absence management
- Manage the monthly payroll processes, including associated reports (Social Security, Tax and Manpower) and payments with support from the Finance & Administration Officer.
- Manage the recruitment and selection processes for new staff, in conjunction with the Head of Operations
- Delivering Induction to new employees
- Create, review and update employee policies, procedures and management guidelines, including Colleague Handbook and Contracts regularly following policy and/or law changes
- Maintain accuracy and confidentiality of HR Administration records – computerised and manual and ensure legal compliance with Data Protection Legislation. Manage HR related retention schedules.
- Support the management team with the implementation of organisational changes
- Managing salary reviews in conjunction with CEO for Committee approval
- Booking staff training and development activities in conjunction with line managers
- Maintain monthly HR Metrics and organisational structure chart

**Volunteer Management**

- Develop volunteer opportunities across the whole business, liaising with department managers and evaluating volunteers & their roles from time to time
- Develop and maintain volunteer Role Profiles, guidelines and expectations
- Proactively source and recruit new volunteers through various avenues, including Uniti and Volunteer.je
- Communicate effectively and regularly with volunteers to ensure the placement is a good fit and helps them feel engaged and motivated to support the JSPCA. Share periodic JSPCA newsletter

- Promote volunteer recognition and thank volunteers during National Volunteer Week (June)
- Provision of management information on volunteering across the organisation as a whole
- Help co-ordinate teams of volunteers for one-off large-scale events and community outreach activities
- Act as a central point of contact for all volunteers (new and current)
- Obtain volunteer application form from each potential volunteer, identifying reason for volunteering, availability and specific areas of interest to match to volunteer roles
- Screen, interview and appoint volunteers in conjunction with line managers
- Obtain identification confirmation, references and/or DBS checks where necessary and appropriate for the role
- Arrange 'umbrella organisation' induction, including purpose and mission before passing to line managers for specific role induction
- Maintain appropriate volunteer database and records, adhering to data protection legislation and requirements. Manage retention periods and archiving in accordance with agreed procedures.

**Confidentiality:**

You will work with sensitive and confidential information on a daily basis and you will follow the JSPCA confidentiality and clear desk policies.

**Teamwork:**

You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work. You will be supportive and helpful to staff and volunteers, fostering a culture of good teamwork. You will participate in team meetings and work with colleagues to complete actions arising from them.

**Working Safely and Securely:**

You will take reasonable care for your own safety and the safety of others, including the public, staff, volunteers and contractors, by complying with health and safety legislation and other related procedures to manage and minimise risk.

You will undertake high quality risk assessments for the area in which you work and actively participate in evacuation training and procedures as necessary.

**Reporting:**

You will proactively manage and provide appropriate management information and reports for the CEO, Management Team, Committee, and Remuneration Sub-Committee as necessary, ensuring consistency in the way in which information is collected and presented.

**Governance & Record keeping**

You will continue to develop and maintain your knowledge of all areas of your role. You will ensure that adequate records are maintained in respect of all HR related activities and that appropriate legislation is adhered to. You will play a part in the development and adherence of efficient internal operational controls and processes and support managers in respect of HR related ones.

**Financial Procedures:**

You will comply with all relevant financial procedures. You will strive to be efficient and ensure cost effectiveness in all the work that you do.

### **Supporting our Purpose**

You will wear your JSPCA identification with pride and enthusiastically provide information about the JSPCA to the public to foster a greater understanding and appreciation of our cause. You will help maximise our income generation through client contributions, using JSPCA guidelines and procedures, and will support wider fundraising initiatives as required.

### **Knowledge, Skills and experience needed**

- Ideally CIPD level 3-5 professional qualification and/or a proven track record in an HR role within a business or third sector environment
- Knowledge and understanding of local and UK employment legislation and HR best practice
- Excellent people and interpersonal skills enabling strong and effective working relationships with both staff and external third parties.
- Ability to respect confidences and confidential information
- Sensitivity and understanding and the ability to remain calm in stressful situations
- Able to work on own initiative without immediate assistance from manager and take responsibility for getting things done within agreed parameters
- Ability to work under pressure and to agreed deadlines.
- Excellent administrative skills with strong attention to detail and accuracy
- Strong organisational and time management skills
- Problem-solving abilities
- Knowledge of and an understanding of the importance of internal systems, controls and procedures
- Good team player.
- Knowledge and understanding of Data Protection legislation and requirements.
- IT literate and knowledge of HR and Payroll software
- Full, clean driving licence is desirable.

### **Scope of the Role**

**Reports to:** Head of Operations  
**Working hours/Pattern:** Full Time  
**Line management:** 0  
**Operating budget:** No direct budgetary responsibility.

**Date of review:** August 2023