

People Generalist

Reporting to: Operations Manager

Hours of work: Full-time, 37.5 hours per week – part-time schedules may be available

Contract type: One-year initial contract, with likely extension to permanent

Job Purpose

Providing lead delivery of all human resources functions for a small but growing international team. Working closely within the People and Operations team to identify, create and implement improvements across all People functions, ensuring we have a strong system of support in place for the team to develop and operate effectively.

Job Duties and Responsibilities

You will oversee all aspects of the employee lifecycle including recruitment, onboarding, performance management, learning and development, disciplinarys and grievances, and offboarding and terminations. As the point person of contact, you will be responsible for handling all human resources/people-based enquiries.

The broad scope of the work is as follows:

Recruitment and Onboarding

- Assisting Line Managers in preparation of job descriptions, person specifications, and job adverts to maximise impact
- Supporting hiring teams on the use of most appropriate, equitable and inclusive hiring methods to best assess candidates
- Maintaining knowledge of best-practice in quickly-changing recruitment landscape
- Identifying innovative solutions to source and attract new team members
- Drafting offer letters, consultancy contracts and employment contracts
- Conducting right-to-work checks for all prospective employees for the jurisdiction they are located in
- Leading a cohesive and clear onboarding process for new team members and identifying ways to continuously improve the process
- Creating and managing internal mentor/buddy network for new starters

Payroll, Benefits, and Time and Attendance Administration

- Preparing monthly payroll for all employees; collating all employee changes and leaves of absence, liaising with payroll providers (outside of UK) and preparing in payroll system (UK employees)
- Overseeing benefits administration from selection to enrolment; liaising with external benefit providers to address employee queries on services
- Drafting correspondence relating to contract changes, probation extensions, sickness absence, family leave, disciplinary and grievance matters, performance management etc.



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- Providing appropriate reports from the HR database for the purpose of payroll, auditing, and internal reporting. Proactively identifying trends from data derived and suggesting possible solutions (for example, sickness absence, staff turnover figures, etc.).
- Producing data for inclusion and review at monthly Management meeting

Performance Management and Development

- Managing performance management lifecycle, including assisting employees and Line Managers in writing reviews in HRIS, disseminating schedules for performance deliverables, tracking probation/3-month goals, and recording any performance data
- Developing and managing Line Manager training programme to ensure policies are equitably applied across organisation
- Leading on any implementation of organisational and people-related learning and development

Employee Relations and Wellbeing

- Providing advice to Line Managers and employees to understand and implement AWO policies and procedures, with consideration of different jurisdictions in which we operate
- Coaching and supporting Line Managers through any staffing issues with the view to find a resolution at an informal stage.
- Supporting and advising on conducting a fair and equitable disciplinary and grievance process. Conducting evidence gathering, taking notes during official meetings and drafting communications and outcome letters as appropriate.
- Supporting AWO's approach to hybrid working by ensuring staff and organisational needs are being met

Offboarding and Terminations

- Conducting exit interviews, using relevant tools and resources to analyse trends and suggesting People support and/or changes where issues are identified
- Managing any redundancy programmes to ensure departing staff are well supported

Person Specification

This is an exciting opportunity for someone who has the experience to hit the ground running from day one. The ideal candidate will have a deep appreciation of all things People/HR – we want someone who is a People professional first and foremost. Experience providing People/HR support within a global team or in organisations working across multiple jurisdictions is desirable, but candidates who can demonstrate broad awareness of HR principles in a global context will also be strongly considered.

Qualifications, Experience and Skills

- A qualification in People/Human Resources is desirable. In lieu of, candidates should have at least 3 years' experience in People/HR roles, with at least 1 year working in a day-to-day HR capacity



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- Experience of hiring and onboarding staff in other countries/staff working remotely
- Experience of working in a fast-paced organisation, ideally a start-up environment.
- Experience working with diverse and/or remote teams; understanding of nature of remote work environment
- Experience working in a start-up environment or growth phase of an organisation where roles and priorities may shift quickly
- Familiarity with tech-enabled solutions to improve working practices
- Awareness of diversity, equity and inclusion programmes and best practices within an organisational context
- Excellent communication skills across geographical locations
- Ability to adopt a global mindset to consider potential implications of organisational policies in various cultural contexts
- Ability to undertake a wide range of tasks with conflicting deadlines and manage changing priorities for a range of stakeholders.
- Excellent analytical skills and ability to use own initiative but know when to seek guidance

Behaviours and Competencies

- Passion for HR
- Committed to diversity, equity and inclusion and understands how this can be practically applied and reviewed
- Comfortable with ambiguity: able to find a solution to achieving goals without precise instruction on getting there
- Friendly, patient and enthusiastic
- Superb organisational skills to manage multiple tasks
- Has a positive attitude towards change and a growth mindset
- Empathetic and inclusive approach, with sensitivity to and appreciation of cultural differences
- Enjoys variety and responding to changing needs.
- Keen to learn, develop and get involved in a wide range of tasks
- Excellent attention to detail
- Comfort and desire to work remotely
- Support AWO's ethos for treating colleagues as individuals, first and foremost.
- Affinity for AWO's mission and approach to technology and policy

