



WE DELETE BLOOD CANCER

## JOB DESCRIPTION

<b>Job Title:</b> HR Generalist	<b>Department:</b> CEO's Office
<b>Responsible to:</b> HR Manager	<b>Direct Reports:</b> N/A
<b>Location:</b> Chiswick, London	<b>Salary:</b> £33,882

### Purpose of role

To assist the HR Manager in the day-to-day operations of the Human Resources function by providing broad HR and administration support.

### **HR Function**

HR is responsible for the entire employment lifecycle from recruitment, induction, training and development, payroll and benefits, to exit. We aim to provide a positive HR service experience for applicants and employees and collaborate with the Senior Leadership team to recruit, develop, support and retain diverse and talented employees who are key to the success of DKMS.

### **Key internal and external relations:**

- HR Manager
- CEOs team and key departments across the organisation; Donor Request Management (Medical), Communications and Engagement, Customer Service, Donor Recruitment, Fundraising and Finance.
- HR Colleagues in other DKMS entities internationally.

### **Key Responsibilities**

#### **1. Recruitment**

- Assist Managers in preparing job descriptions and person specifications for recruitment purposes. This would include advertising vacancies and monitoring interest LinkedIn, websites and job boards, making suggestions for remedial action when necessary.
- Respond to all potential candidate enquiries, support with shortlisting and schedule interviews and tests.
- Take part in interview panels when required and arrange candidate feedback upon request.
- Undertake reference and document checks and prepare employment contracts, based upon existing templates.

#### **2. Induction**

- Prepare induction packs (regularly review and update information where relevant) in collaboration with Heads of Department arrange departmental/organisational inductions.
- Deliver inductions when required
- Participate in international onboarding activities

#### **3. Performance Management**

- Ensure all staff receive regular reviews during their probationary period and annual feedback documentation is completed and filed.
- Assist and advise managers with performance related enquiries



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#### **4. Learning and Development**

- Research and identify external training partners and book training courses and assist and coordinate internal training opportunities.
- Work towards developing internal individual development plans
- Monitor and collect all documentation related to internal or external training that occurs

#### **5. Employee Relations**

- Support the HR Manager in the preparation of payroll for each month including starters/leavers, contract variations, SSP, SMP etc.
- Undertake administration relating to the workplace pension scheme, cycle to work, eyecare vouchers, flu jab and season ticket loans.
- Assist and administer requests for flexible working, maternity/paternity/adoption leave, time off for dependents etc.
- Assist the HR Manager with employee relations issues such as absence management, grievance, disciplinary and dismissal, in accordance with company policy and employment legislation.
- Support with notetaking where required

#### **6. Administration**

- Maintain accurate and up to date personnel files both in hard copy and electronically, ensuring compliance with Data Protection legislation. Prepare HR correspondence, such as changes to Terms and Conditions of employment, end of probation, termination etc.
- Collect and report upon data relating to a number of topics, such as recruitment, diversity, staff absence and turnover.
- Administer the exit process for leavers including exit interviews, and return of DKMS property.
- Assist in reviewing and updating HR policies and procedures, ensuring these are effective for the business and reflect current legislation and best practice.
- Ensure all assigned onboarding and offboarding tasks within the HR system are up to date and prepare folders with HR Correspondence templates.
- Assist the HR Manager with internal, international projects and initiatives.
- Take forward DKMS' culture and values, and support Heads of Department and managers in embedding the unique culture in all organisational activities.
- To assist in the creation and maintenance of Standard Operating Procedures
- Advise and oversee Health and Safety in collaboration with the Facilities Officer

#### **7. Reward**

- Assist with the bi-annual benchmarking project
- To ensure all roles are evaluated using internal benchmarking documentation
- Take part in a review of organisational benefits

#### **8. Other**

- To comply with the organisation's health and safety, confidentiality, data protection and other policies.
- To meet with HR Manager for the purpose of regular supervision and appraisal.
- To participate in staff training, organisation/team meetings and events, as required. Including attending at least one Donor Recruitment drive per year (this may include some travel outside of London and will include receiving time off in lieu to be arranged with Line Manager).
- To promote equality of opportunity and anti-discriminatory practices.
- Any other duties deemed appropriate by HR Manager or CEOs office, subject to time and commensurate with level of responsibility and salary.

### **Person Specification**

It is not expected that the successful candidate will necessarily have experience / competency in all the areas highlighted below. Support and training will be provided.

#### ***Experience/knowledge/education***



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1. Educated to Degree level or relevant HR Certification or Experience.
2. Proven HR administration experience.
3. Good knowledge of employment legislation.
4. Experience in Reward and remuneration practices
5. *Desirable, but not essential:* International HR experience
6. *Desirable, but not essential:* CIPD qualification.

### **Skills/Abilities**

- A team player with a 'can do' approach to tasks.
- Good communication, listening and interpersonal skills, with the ability to write and communicate to applicants, supporters, stakeholders and colleagues at all levels (both written and verbal, in a friendly and professional manner).
- Strong sense of empathy when supporting staff, supporters and stakeholders.
- Good numeracy skills in order to analyse and make effective use of data.
- Strong customer service approach, with the ability to develop effective working relationships across the organisation.
- An ability to maintain confidentiality and act with discretion and diplomacy.
- Excellent administration and organisational skills.
- Good IT skills including an understanding of Microsoft Office suite of programmes. such as Word, Excel, Outlook etc.
- Ability to manage a varied workload and manage competing priorities and deadlines.
- Flexible approach with the ability to adapt to new and changing situations and the ability to work calmly and positively under pressure.
- Strong attention to detail and ability to identify problems and suggest solutions.
- Forward thinking approach when working on individual tasks/projects, with the ability to think creatively to solve problems.
- Proactive and flexible, with the ability to work independently.
- Strong passion for the DKMS mission.

### **Work outside of core hours**

Please note, this role may involve national travel for the purposes of attending HR events, as well as for training and external meetings, and as part of DKMS group-wide activities for which notice and time off in lieu will be given.

### **Values**

DKMS works to a set of core values which it seeks to uphold and implement in everything it does, including leadership and management practices. The illustration below summarises DKMS core values and how these translate into organisational and individual behaviours.



## Personal competencies

The table below sets out how our values relate to the competencies required for this role.

Competency area	Abilities... /Expertise or knowledge ...
<b>Strives to make an impact ...</b>	<p><b>... is committed to exceeding expectations</b></p> <ul style="list-style-type: none"> <li>• Confident about proposing new ideas and solutions</li> <li>• Confident in making decisions about how to organise and schedule own workload and commitments.</li> <li>• Not afraid to challenge ways of working in order to bring about improvements in HR working practices.</li> <li>• Able to analyse working systems and processes with a view to improving them and making them more efficient.</li> <li>• Confident that will succeed in delivering personal objectives and achieving ambitious KPIs.</li> <li>• Confident communicator</li> <li>• Strong in communicating Goes the extra mile to deliver results.</li> </ul>
<b>Self-starter ...</b>	<p><b>... is highly motivated and open to challenging oneself</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative and identify what needs to be done before being asked.</li> <li>• Highly motivated and thrives on challenges.</li> <li>• Has the ability to remain focused under pressure.</li> <li>• Demonstrates ambition and an eagerness for personal development.</li> <li>• Has a “can do” approach to dealing with work challenges and dilemmas.</li> <li>• Always seeks to develop good working relationships</li> <li>• Proactively seeks out and recognises opportunities for development in area of work.</li> <li>• Able to prioritise own workload and have an organised, methodical approach.</li> </ul>
<b>Inspired by our</b>	<b>... is committed to the fight against blood cancer</b>

Competency area	Abilities... /Expertise or knowledge ...
vision...	<ul style="list-style-type: none"> <li>• Works with passion, enthusiasm and dedication.</li> <li>• Can see the 'bigger picture' and works in a joined-up way.</li> <li>• Demonstrates a strong sense of empathy towards colleagues.</li> <li>• Understands the DKMS corporate culture.</li> <li>• Able to communicate and explain the mission of the organisation clearly and passionately.</li> </ul>
Team player ...	<p><b>... has the ability and desire to work cooperatively with other team members</b></p> <ul style="list-style-type: none"> <li>• Provides assistance, information and support to others, to build and maintain relationships across the organisation and internationally with other DKMS companies.</li> <li>• Respects others and embraces the values of diversity, equality, integrity and trust.</li> <li>• Listens and responds constructively to other team members' and colleagues' ideas.</li> <li>• Collaborates with others to organise time and resources effectively.</li> <li>• Contributes in team meetings, sharing knowledge of the sector to support overall development of the department.</li> <li>• Forms good working relationships with people in other departments throughout DKMS, both in the UK and overseas.</li> <li>• Working knowledge of regulations and good practice regarding data security and GDPR</li> </ul>
Executes with excellence...	<p><b>... works diligently and continuously produces high quality work</b></p> <ul style="list-style-type: none"> <li>• Effectively prioritises workload.</li> <li>• Achieves established goals within deadlines.</li> <li>• Provides an excellent service to both internal and external stakeholders.</li> <li>• Has excellent attention to detail.</li> </ul>
Embraces opportunities ...	<p><b>... challenges the status quo and looks for opportunities to implement new methods of working</b></p> <ul style="list-style-type: none"> <li>• Challenges the status quo and looks for opportunities to implement improved methods of working.</li> <li>• Open to different ideas, approaches, procedures and technology</li> <li>• Able to adapt to new situations.</li> <li>• Seeks opportunities to learn from colleagues both locally and internationally.</li> <li>• Considers developments in other similar organisations, learning from their experiences and introducing relevant information, ideas and intelligence for the benefit of DKMS.</li> </ul>

**Conditions of Employment**

- 37.5-hour week, Monday to Friday (9am – 5pm).
- 25 days' holiday per annum (plus public holidays).
- DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.

**Benefits**

- Corporate Eye Care Scheme
- Cycle to Work Scheme
- Season Ticket Loans
- DKMS pension scheme –employer DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.
- Further information on staff benefits are covered on our [website](#).