

Job Title: HR Generalist

Reports to: Managing Partners

Cardonet has been providing personalized quality IT support to businesses, charities and non-profit organizations in London and the South East since 1999. Due to constant growth and a current upscale we have an exciting position available for a dynamic, standalone part time HR Generalist at our brand new designer office in East London. Our mission is to go above and beyond the expectations of our clients and the industry. We are looking for someone to represent this and maintain a company culture that helps achieve our vision.

The HR Generalist would define and maintain our company culture, represent the values of the company at every opportunity, support the non-negotiables and ensure stakeholders at every level are held accountable.

- ✧ Being the HR Generalist is a key role in the future expansion of Cardonet.
- ✧ The HR Generalist would provide daily support both to staff and management in almost any issues arising. They would be the person whose presence makes employees and management feel great and in professional hands on a daily basis.
- ✧ The HR Generalist should be an outgoing, helpful person who is able to build rapport quickly and gain trust of employees in order a better understanding of their needs and general welfare at the company. The successful candidate should have a strong desire to provide a pleasant work place and a work-life balance for employees.
- ✧ They also have to have a commercial approach to HR, with the ability to deliver personal development, improved productivity and keeping company goals and targets in mind.
- ✧ This is a demanding role, requiring complex interpersonal and HR management skills while it is also being challenging and very rewarding.

#### Responsibilities

- ✧ All HR functions (from Recruiting to Exit interview), a day-to-day HR support, timely and accurate advice to managers and employees in a smooth and friendly manner.
- ✧ Organise appraisals with each team member and head of department (HOD). Ensure that both parties understand the others standing point. Follow up and action plan in order to make employees feel heard and appreciated.
- ✧ Review team member timekeeping and manners, inspire for outstanding attendance, data accuracy and customer service levels. Be a role model. Inspire.
- ✧ Organise all training using both internal and external resources
- ✧ Focus on keeping employees long term and help them in their personal development
- ✧ Ensure an open policy to all members of current staff or leavers, and find ways to make them feel easy to discuss more sensitive issues.
- ✧ Calendarise all probation reviews and pass feedback to managing partners. Prioritise succession planning within the business. Promote and monitor their performance.
- ✧ Undertake daily office management (data entry, filing etc) and people management tasks where necessary, make employees feel under supervision and support in the same time.
- ✧ Ensure compliance with any legislative changes, identify the issues and implications these might have on the company and/or employees. Protect the company and company image at all times and motivate co-workers to do so.

- 🔗 Measure employee satisfaction and identify areas that require improvement.
- 🔗 Create and implement new procedures and systems if needed to achieve long term business plans and a smooth operation of HR.
- 🔗 Be highly visible in the business. Ensure that there are a rolling series of job chats, team member health checks and HOD meetings to best direct workplace culture.

#### Monthly

- 🔗 Liaise with HODs/Directors to ensure all current job descriptions are applicable and relevant.
- 🔗 Work with HODs to prepare interview questions, pre screen candidates for all roles.
- 🔗 Work with HODs/Directors to highlight achievement and reward appropriately in order to acknowledge and motivate employees. Finding ways and maintaining employee motivation is key to this role.
- 🔗 Organise and promote all team events, be actively present on most company events.
- 🔗 Liaise with marketing team on all recruitment adverts, utilising digital channels to where appropriate to advertise for available roles.
- 🔗 Be responsible for the company handbook, updating in line with all company and legal developments. Discussing any amendments carefully with managing partners.
- 🔗 Ensure that all team members are aware of company protocol and their rights.
- 🔗 Direct the company Health & Safety agenda and complete all internal risk assessments. Highlight any areas of concern to the managing partners.
- 🔗 The role may also involve occasional ad hoc tasks, some admin tasks to the director.

#### Experience required

- 🔗 Proven experience in HR operation, at least 2-3 years
- 🔗 BSC degree or any Qualification in Human Resources is advantageous, but not essential
- 🔗 HR management experience in a service provider industry is highly advantageous (for eg. hospitality, IT services, customer services, etc)
- 🔗 Ability to identify, design and undertake training where needed
- 🔗 Experience in writing company policy, contracts, official letters, handbooks and creating any HR documents from scratch

#### Skills required:

- 🔗 HR management skills, people management skills
- 🔗 Excellent communication skills both written and verbal
- 🔗 Meticulous attention to detail
- 🔗 Excellent computer skills (Word, Excel, Ppt)
- 🔗 Excellent memory and keeping track of small tasks/diary invites/data entry/etc.
- 🔗 Strong understanding of employment law
- 🔗 Approachable, reliable, positive person
- 🔗 Social attitude, but who also can be strict when it comes to workload, deadlines and company policies
- 🔗 Result driven and motivated