

JOB PROFILE

Job Title:	HR and Operations Assistant
Location:	Cardiff or London or remote (UK based)
Reports to:	HR & Administration Manager
Budget Responsibility:	None
Line management responsibility:	None
Child Safeguarding Level:	Level 1

ABOUT US

Overview

We are [Elrha](#). A global charity that finds solutions to complex humanitarian problems through research and innovation. We are an established actor in the humanitarian community, working in partnership with humanitarian organisations, researchers, innovators, and the private sector to tackle some of the most difficult challenges facing people all over the world.

We equip humanitarian responders with knowledge of what works, so that people affected by crises get the right help when they need it most. We have supported more than 200 world-class research studies and innovation projects, championing new ideas and different approaches to evidence what works in humanitarian response.

Operational context

Elrha is a charity and wholly owned subsidiary of Save the Children. It is accountable to its Board of Trustees and is able to benefit from core services provided by Save the Children UK.

Team

This role sits within our HR & Admin team, which is part of the larger operations function under the Director of Finance & Operations. In addition to the HR & Admin team, this extended Operations team houses our Grants Operation and Finance team, and individual roles accountable for MEAL, Business Development, and Executive Administration & Governance functions. The Operations team is responsible for strategic planning and delivery of operational support to programme teams across Elrha, as well as ensuring organisational compliance with policies and procedures, and accountability to internal and external stakeholders.

A central function of Elrha, HR and Admin works closely with all other teams. It is responsible for planning, management and advice across all areas of HR and learning, as well as providing administration and coordination to support governance, facilities management, events, IT and financial processing.

JOB PURPOSE

Working with the HR and Admin Manager, provide efficient and effective HR and administrative support to the Elrha teams in London & Cardiff.

KEY ACCOUNTABILITIES

Human Resources

- Provide support for key HR processes including recruitment, onboarding, induction, probation, staff changes and leavers, ensuring documentation is completed efficiently, confidentially and in accordance with Elrha procedures.
- Maintain records and staff information including updating trackers, spreadsheets and personnel files and dealing with personal sensitive information relating to health and absence, liaising with SCUK teams as appropriate to ensure tasks are completed.
- Support with the coordination of staff training and development, communicating e-learning opportunities to staff and maintaining records of training and development requested, approved and undertaken.
- Coordinate activities in support of maintaining a productive, engaged workforce including drafting appropriate internal communications and documents, contributing to staff inductions and other training sessions, and developing staff engagement initiatives.
- Support our approach to compliance with GDPR, implementing improvements where appropriate including updating processes, preparing internal communications and documentation.

Financial processing

- Work with the Finance Manager to ensure that payments for grantees, credit card payments and supplier invoices are processed in a timely manner.
- Monitor the Finance Mailbox and ensure all requests are allocated and actioned. May include (but not exhaustive): pay-run queries, P2P queries, donor confirmation letters, general queries from Elrha staff, potential P2P PO amendments.

- Maintain finance related logs and trackers as tasks come through and chase up actions when necessary.
- Provide support to other operational processes including for example procurement, compliance, etc.

General administrative support

- Support team members with the planning and organising of logistics relating to key events, workshops and programme meetings (online or in person) and provide support at these events as requested.
- Prepare documentation, presentations and reports to support internal and external events and meetings.
- Set up and maintain administrative systems and processes for the wider Elrha team so that information is recorded accurately and appropriately, and information is communicated effectively to staff concerned.
- Provide ongoing support for any new changes to policies or procedures or software applications which support Elrha's growth.

WORKING CONTACTS

Internal

- Liaise with all other staff in Elrha and Save the Children UK in relation to administrative and financial services in order to contribute to the smooth running of Elrha.
- Work with other staff at all levels within Elrha and Save the Children UK to answer queries, provide and obtain information, arrange meetings, etc.

External

- Work with members of Elrha's governance and external stakeholders to answer requests for information or organise travel.
- Liaise with external stakeholders to obtain information, respond to requests for information or coordinate events and interviews.
- Work with suppliers to answer requests for information and process payments.
- Coordinate travel through an external travel management company.

PERSON SPECIFICATION

ESSENTIAL

Qualifications and experience

- Proven experience in a similar administrative role including providing support in an HR environment.
- Experience of setting up and maintaining administrative processes and office systems.
- Experience of processing basic financial information.
- Educated to A-level standard or equivalent.

Skills and abilities

- A good knowledge and experience of using word-processing, spreadsheets, email software and other software packages.
- Good numeracy to undertake a checking and review role.
- Excellent attention to detail and organisational skills including the ability to plan, prioritise and execute work to required standards and often working autonomously to tight deadlines.
- Good interpersonal skills and the ability to build relationships at all levels.
- A good level of verbal and written English communication skills to work with a range of people.
- Ability to use own initiative to solve problems and generate new ideas.
- Flexible mindset to cope with changing priorities
- An understanding of and interest in humanitarian work.

DESIRABLE

- Experience of supporting diversity and inclusion activities.
- Experience of setting up hybrid working conditions between home and office.
- Experience of supporting the implementation of new IT systems.
- Experience of supporting internal communications and engagement activities.

Child Protection level

Level 1 - the responsibilities of the post do not require you to have contact with children or young people.

We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of vetting checks including a criminal records disclosure.