JOB DESCRIPTION

**Job Title:** HR and Operations Assistant  
**Reports to:** Head of HR and Operational Support  
**Line management responsibility:** None  
**Budget responsibility:** None  
**Salary band:** P3 (Professional)  
**Location:** London, Cardiff or remote within the UK

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.

Our Programmes

Elrha has two successful humanitarian programmes: Research for Health in Humanitarian Crises (R2HC), which aims to improve health outcomes for people affected by humanitarian crises by strengthening the evidence base for public health interventions; and the Humanitarian Innovation Fund (HIF), which improves outcomes for people affected by humanitarian crises by identifying, nurturing and sharing more effective, innovative and scalable solutions. Elrha is also implementing the Global Prioritisation Exercise for Humanitarian Research and Innovation (GPE), a strategic project aiming to increase the impact of humanitarian research and innovation investments for communities affected by crises.

ROLE PROFILE

Team

This role sits within our Human Resources & Operational Support (HR&OS) team, which is part of the larger operations function under the Director of Finance & Operations. A central strategic function of Elrha, our HR&OS team works closely with all other teams and aims to ensure high levels of staff motivation, wellbeing and engagement, as well as being responsible for all employee lifecycle administration. The team also leads on coordinating...
support for health, safety and security, facilities management, travel, events, IT and financial processing.

The extended Finance & Operations team houses two smaller teams - HR&OS and Grants Operations & Finance (GO&F), as well as three individual roles, accountable for Business Development, MEAL, and Executive Administration & Governance functions. The Finance & Operations team is responsible for strategic planning and delivery of operational support to programme teams across Elrha, as well as ensuring compliance with policies and procedures, and accountability to internal and external stakeholders.

**Job purpose**

This role provides efficient and effective administration support across a wide remit of HR and operational activities and helps to ensure that the HR team provides a professional and responsive service to staff and managers. The role has key responsibilities to support the recruitment, onboarding and induction of new staff and as such needs to ensure Elrha presents a positive first impression.

Furthermore, the role also carries out activities to support the wider Finance and Operations team, being responsible for aspects of financial processing, procurement, events organisation and logistics.

**Key accountabilities**

**Human Resources**

- Coordinate Elrha’s recruitment processes ensuring vacancies are advertised across appropriate platforms in order to attract high calibre candidates and working with hiring managers to facilitate a professional and effective selection process is carried out.

- Draft correspondence to support 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.

- Facilitate new starters have a positive first experience in Elrha with all appropriate equipment, access to systems and a comprehensive induction plan.

- 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.

- Act as the first point to monitor and respond to internal and external routine queries and requests regarding aspects of HR, finance and operations in a timely and professional way, escalating any non-routine queries to the Head of HR&OS.
Coordinate activities in support of maintaining a productive, engaged workforce including drafting appropriate internal communications and documents, and contributing to staff inductions.

Finance and Operational Support

- Work with relevant teams to facilitate Elrha staff have up-to-date information and access to HR, facilities, IT, health and safety, and security services provided by Save the Children UK (SCUK).

- Work with the Grants Operations & Finance team 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 in a timely way, including (but not exhaustive): pay-run queries, donor confirmation letters, general queries from Elrha staff, potential amendments in procurement processes.

- Maintain finance related logs and trackers, as tasks come through and follow up on due actions when necessary.

- Provide support to other finance and operational processes including, for example, carrying out vetting and pre-contracting checks for procurement, provision of information to support the annual audit, and other ad hoc administrative tasks as requested.

- Support the wider Finance & Operations 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 basic documentation, presentations and reports to support changes to operational process and internal and external events and meetings.

PERSON SPECIFICATION

Essential

Qualifications and experience

- Proven experience in an administrative role with responsibility for setting up and maintaining administrative processes and office systems
- Experience in an office support role providing good levels of customer service
- Good knowledge of day-to-day HR processes
- A good knowledge and experience of using word-processing, spreadsheets, email software and other software packages, ideally including SharePoint
- Experience of processing basic financial information including reconciliations and data entry with a good level of numeracy.
Skills, abilities and attributes

- Excellent attention to detail and organisation skills including the ability to plan, prioritise and execute varied 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 and draft written correspondence.
- Ability to use own initiative to solve problems and generate new ideas.
- Resourceful, proactive, flexible and with the ability to work in a constantly changing environment.
- Ability to work inclusively, respecting a range of differences in working relationships and adopting culturally and linguistically appropriate ways of working that are accessible to all.
- Ability to work ethically, always demonstrating ethical conduct.
- A demonstrable interest in continued professional development in the field of HR and/or operational support.
- An understanding of and interest in humanitarian work.

Desirable

- Experience across a breadth of HR or finance administration including using HR and finance systems
- CIPD Certificate in People Practice L3 or working towards
- Experience of supporting diversity and inclusion activities.
- Experience of procurement processes
- Experience of working in a charity

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.