

Job Title: HR & Operations Lead

Reports to: Operations Manager

Location: This is an onsite role working Monday to Friday at our beautiful location in the village of Market Overton, Rutland.

Job Type: Full-Time 37.5 Hours (Mon-Fri) **Salary:** £27,416 Per Annum Pay Point 13

Position Overview

The **HR & Operations Lead** plays a vital role in the support service team at Lodge Trust CIO, where professionalism, and integrity are paramount. **Reporting directly to the Operations Manager**, this position is responsible for overseeing HR administration, recruitment support, front office management, and providing external communication support. In addition, the role involves the training and development of the part-time receptionist, conducting staff supervisions.

To be successful in delivering these key responsibilities, the job holder must understand that they shape the first impression of Lodge Trust CIO to a wide range of people—whether in person, over the phone, or through digital communication. It is imperative that the successful candidate rises to this challenge and acts as the best ambassador possible for the work of Lodge Trust CIO, consistently reflecting the organisation's values and mission.

The ideal candidate will demonstrate strong organisational skills, attention to detail, solution-focused, and the ability to multitask in a dynamic environment, all while maintaining a high degree of professionalism, integrity, and confidentiality. This role demands a proactive, can-do approach to managing HR processes, office operations, and staff development.

Key Responsibilities 40%

1. HR Administration:

- Administers the onboarding process for new employees, including right to work checks, preparing offer letters, contracts, offer letters ensuring all relevant paperwork is completed correctly in a timely manner. Liaises with Training Team to support induction process.
- Maintaining and updating employee records, ensuring compliance with HR policies and regulations. Ensures that all administration to offboarding former employees takes place in a timely and efficient manner.
- Assist with employee relations, including responding to HR inquiries and facilitating good communication between staff and management teams.
- Monitors sickness absence and supports manager to follow agreed policy and procedures, including arranging absence management meetings, occupational health assessments and managing return-to-work processes.
- Responsible for compiling monthly HR metrics for the HR dashboard and H&S and Quality report, including sickness absence rates, new starters, leavers,

vacancy rates, outstanding performance reviews, supervisions, and other relevant data.

- Provide administrative support to the Operations Manager and other Senior Managers, including minute-taking during HR-related meetings as required.
- Work closely with the finance team to ensure all necessary paperwork for new starters is completed, including confirmation of HMRC status and banking information for payroll.
- Oversee the Disclosure and Barring Service (DBS) process, including managing the update service for both new starters and existing employees to ensure compliance.
- Ensure that all employee records are maintained accurately and securely in accordance with GDPR guidelines, adhering to Lodge Trust CIO's confidentiality policies.
- Supporting HR audits and inspections by ensuring all necessary paperwork and documentation are prepared.
- Assisting with employee engagement activities, promoting staff well-being initiatives, and supporting the development of a positive workplace culture

2. Recruitment Administration 25%

- Coordinate recruitment activities, including job postings, candidate screening, and interview scheduling.
- Assist hiring managers with the creation of interview packs and conducting interviews.
- Maintain the applicant tracking system, ensuring a smooth recruitment process.
- Assist with recruitment events and initiatives to attract top talent.

3. Front Office Management 20%

- Oversee the daily operations of the front office, ensuring a welcoming environment for residents and visitors. Covering reception as required.
- Manage and supervise the part-time receptionist, including training, development, supervision, and performance appraisals.
- Ensure effective management of reception duties, including handling inquiries, managing correspondence, and coordinating office supplies.
- Coordinate office supplies and any office equipment maintenance
- Assist in organising Lodge Trust events, meetings, and sale days

4. Communications and Website Management: 15%

- Collate content, and help create and distribute the organisation's quarterly newsletter to staff, residents, and supporters.
- Maintain and update website content, ensuring accuracy and alignment with organisational goals.
- Assist in developing communication materials, such as flyers, brochures, and social media content.
- Support internal communications initiatives to enhance employee engagement and organisational culture.

Qualifications

- Educated to A-Level standard or possess similar experience in HR or office administration.
 - Minimum of 3 years of experience in HR administration, office management, or related roles.
 - Strong organisational and multitasking skills, with the ability to prioritise tasks effectively.
 - Excellent communication and interpersonal skills, with a focus on team collaboration and support.
 - Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Powerpoint) and familiarity with HR systems.
 - Proficiency in the use of Canva, online graphic design software.
 - Experience of using social media channels to promote an organisation or business services.
 - Experience in training and development, with a focus on staff supervision and appraisals.
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Supporting Competencies

The competencies for the HR and Operations Lead can be organised into five key clusters that highlight the skills and behaviours necessary for success in the role.

These clusters—**Personal Effectiveness & Integrity, Task Management & Results Orientation, Decision Making & Problem Solving, Interpersonal & Communication Skills**, and **Leadership & Collaboration**—group related competencies to provide a clear framework for the coordinator's responsibilities.

By focusing on these clusters, the HR and Operations Lead can develop strengths in managing tasks, making sound decisions, fostering positive relationships, and leading office operations, ensuring the role is performed with professionalism and efficiency. This structure makes it easier to focus on and develop the essential skills for delivering impactful HR and administrative services.

1. Personal Effectiveness & Integrity

Integrity and Trust – Maintaining confidentiality and acting with honesty in all HR and administrative duties.

Composure – Handling stress and pressure with professionalism and calmness, especially when facing tight deadlines or sensitive HR issues.

2. Task Management & Results Orientation

Action Oriented – Taking initiative and being proactive in managing HR processes and office administration.

Drive for Results – Ensuring tasks such as recruitment, HR metrics, and employee engagement are completed effectively and efficiently.

Organising – Prioritising and managing multiple responsibilities, ensuring smooth operations across HR, recruitment, and office management.

Planning – Anticipating future needs, scheduling tasks, and ensuring that resources are aligned to meet organisational objectives.

3. Decision Making & Problem Solving

Decision Quality – Making sound and timely decisions in HR and administrative matters, balancing organisational needs with practical considerations.

Problem Solving – Approaching challenges related to the job role with a solution-focused mindset.

4. Interpersonal & Communication Skills

Interpersonal Savvy – Effectively engaging with staff, management, and external stakeholders to build positive relationships and resolve conflicts.

Customer Focus – Ensuring that staff, residents, families and visitors receive high-quality service, creating a welcoming and supportive environment.

Written Communication – Preparing clear, accurate reports, newsletters, and communications that engage staff and reflect the organisation's values.

5. Leadership & Collaboration

Managing and Measuring Work – Overseeing front office operations and HR metrics, ensuring tasks are tracked and completed to a high standard.

Collaboration – Working closely with various departments and individuals, such as the Leadership Team, Finance, and Training, to support organisational goals and foster good teamwork.