

People Officer

YOUNG
MINDS



What's the problem?

1 in 6 children and young people aged 5-16 suffer from a diagnosable mental health disorder - that's around 5 in every class.

Half of all mental health problems manifest by the age of 14, with **75%** by age 24.

3 in 4 children with a diagnosable mental health condition do not get access to the support that they need.

Nearly **half** of 17-19 year olds with a diagnosable mental health disorder has self-harmed or attempted suicide at some point.

But we believe things can get better.

Who we are

We are leading the movement to make sure every young person gets the mental health support they need, when they need it, no matter what.

We provide young people with tools to look after their mental health. We empower adults to be the best support they can be to the young people in their lives. And we amplify young voices to change the world we live in.

Our purpose:

To stop young people's mental health reaching crisis point

Our vision:

A world where no young person feels alone with their mental health

Our mission:

To make sure all young people can get the mental health support they need, when they need it, no matter what

Our goals

To keep ourselves focused and on track, we've set out three strategic aims:

1. Helping young people to look after their own mental health
2. Making sure young people have adults around them who can really help
3. Building a youth-led movement to make sure support is there for any one who needs it



Helping young people to look after their own mental health

We will provide young people with reassurance and advice to help them make positive choices for their mental health and know what to do next if they are struggling.

Making sure young people have adults around them who can really help

Whenever a young person opens up about their mental health to an adult they trust, we want them to find someone who really gets it and can respond positively.

Building a youth-led movement to make sure support is there for anyone who needs it

By building a movement for change, through which young people can create the societal changes they want to see, we know that far more young people will get the support they need.

"I'm proud that YoungMinds genuinely uses the voice of young people to guide their approach as a charity and change the misconceptions around mental health."

Alex, YoungMinds Youth Panel



Where we work:

YoungMinds is based close to London Bridge in Central London, although as an organisation, we are active all over the UK.

Our address is: 4th Floor India House, 45 Curlew St, London, SE1 2ND.

We are well served by public transport links: - local mainline stations are London Bridge and Waterloo. The nearest London Underground stations are London Bridge (Jubilee Line) and Borough (Northern Line).

When we work:

Standard Office hours are 9.30am – 5.30pm, with a one hour unpaid lunch break.

Some of our employees work non-standard hours - we have a number of part-time staff, and some of our team work on a sessional basis.

YoungMinds recognises the importance of helping its employees balance their work and home life and so we have a Flexible Working Policy in place. Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

Equal opportunities:

YoungMinds is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.

We therefore expect all of YoungMinds staff to be willing and able to make a positive contribution to the promotion and implementation of YoungMinds' Equality and Diversity policy.

Safeguarding:

YoungMinds is committed to safeguarding and promoting the welfare of children and young people and we therefore expect all staff and volunteers to do the same. We ask all staff to undertake safeguarding training when they join us.

Pre-employment checks:

Due to the nature of the work we do, before starting with YoungMinds, the following checks are carried out:

Reference check: All job offers are conditional on the receipt of satisfactory references.

DBS check: We ask our employees to complete an Disclosure and Barring Service (Criminal Records Bureau) Check. This role will be eligible for a Basic DBS check

NB: A previous conviction will not necessarily prevent you from joining YoungMinds. YoungMinds is committed to treating all applicants and employees fairly.

Identity check: We are also obliged to confirm your identity and obtain proof of your right to work in the UK.

When you join:

All new staff benefit from a full induction with both the People and Culture department and their team, as well as our core training programme, ongoing support and personal development

Probationary period:

All our posts are subject to an initial probationary period. This varies according to the length and type of the contract.



We offer our staff a wide range of health, wellbeing, lifestyle and financial benefits to ensure that we fully support all staff.

Benefits

| Benefit | Full Time | Part Time | Zero Hour |
|---|-----------|-----------------------------|------------------------------------|
| Holiday - 25 days plus 8 bank holidays and 3 days off for Christmas closure (pro-rated for part time) + an extra 2 days after 3 years' service | Y | Pro-rated | Pro-rated |
| Employee Assistance Programme | Y | Y | Y |
| Monthly office activities such as Lunch and Learn, Crafty Tuesday's and Book Club | Y | Y | Y |
| Pension - Employer 5% with minimum employee contribution at 3%. Subject to terms and conditions, pension contributions will begin automatically | Y | If minimum requirements met | If minimum requirements met |
| Cycle to work Scheme | Y | Y | Y |
| Travel loan (Available on completed probation) | Y | Y | N |
| 25% off Osteopathy appointments at the British School of Osteopathy | Y | Y | Y |
| Commitment to continued professional development | Y | Y | If earning enough to be deductible |
| Access to Corporate Membership Prices for TasteCard | Y | Y | Y |
| Weekly fruit baskets in the office kitchens | Y | Y | Y |
| Free yearly eye test and money towards your glasses | Y | Y | Y |
| Discounts at local cafe's incl. 10% off at Absolutely Starving | Y | Y | Y |



Completing the application form

Completing a YoungMinds employee application form

If you have any questions about completing the application form / the application process, please contact the People and Culture team (atrecruitment@youngminds.org.uk).

We strongly recommend you look through the YoungMinds website before starting the application form. You may either type or write in black pen to complete your application form.

Personal details and availability

Fill out this section making sure all details are correct.

Education and qualifications

Ensure to include all relevant qualifications and level achieved.

IT skills

Please provide details as requested.

Training

Please give details of any training courses you have completed.

Professional bodies

Please state whether you are a member of any professional bodies, indicating your level of membership and qualification.

Eligibility to work in the United Kingdom

You must be eligible to work in the UK. We are currently unable to support visa applications.

Employment history

Please start with your current or most recent employer and give a brief description of your main responsibilities of that role. These descriptions do not have to be very long as you will have an opportunity to expand on certain aspects in the Statement of Suitability section.

Please list all previous positions of employment and ensure you account for any gaps in your employment history.

Statement of suitability

Outline all relevant skills, experience and training appropriate to this post. As we shortlist against the criteria you should relate your application to the requirements set out in the person specification (providing examples).

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Referees

Always ask your referees permission before giving their contact details for your application.

Your referees should be your current or previous line manager, academic tutor or a volunteer manager if applicable. Do not give details of family, friends or colleagues.

We reserve the right to request to approach any previous employer if deemed necessary.

Referees will only be contacted after an offer has been made. We will confirm this with you before we approach your referees. If there is a problem with this then please contact us.

Completing the application form



JOB DESCRIPTION

| | |
|-----------------------------------|---|
| Job title: People Officer | Salary: £31,700 - £35,222 |
| Hours: 35 hours per week | Based at: London Bridge (Hybrid) |
| Reports to: People Manager | Number of direct reports: None |
| Budget responsibility: No | Duration: Permanent |

About the Team

We are a small team of passionate, enthusiastic individuals who hold the YoungMinds values close to our hearts. We like to challenge ourselves and those we work with to be and do better. We work as a whole team to reach our objectives.

Purpose of the role:

The People Officer will play an essential role in supporting the People team by contributing across all phases of the employee lifecycle, including: onboarding; employee engagement; data and compliance; reporting; Employee Relations and other HR processes.

The People Officer will develop engaging and effective relationships with all internal colleagues, team members and external contacts. These strong, trust-based relationships, along with a sound knowledge and ability in legislation and HR best practice, will enable the post holder to confidently provide first line HR advice and support to managers and staff on a full range of HR issues.

The post holder will work closely with and report into one of our People Managers, supporting them with more complex HR cases as well as all types of cross-organisation projects.

What you can expect to be doing:

- Be the first point of contact for staff on a range of people related queries, providing high quality and consistent advice in line with Young Minds policy, values and UK legislation.
- Ensure all employee relations issues are managed in a timely manner, ensuring that our ADJEDI (anti-racism, diversity, justice, equity, diversity and inclusion) principles are applied to all discussions and decisions.
- Actively support absence across the organisation, supporting managers in managing absent colleagues, ensuring the colleague feels supported.
- Actively support Maternity/Paternity and other leave processes in line with current policies and legislation. Ensure Managers and colleagues feel supported.
- Provide guidance and signposting to empower managers to take ownership of people related matters, including performance management, recruitment, absence, disciplinary grievances and attendance processes, thinking through the appropriate course of action and making an appropriate recommendation.
- Support managers and new starters through probation periods within the required timescales, providing advice and guidance.
- Ensure accurate and confidential management of all colleague HR files and personal information in line with GDPR guidance.
- Manage the HR shared inbox.
- Support our employees and managers through all lifecycle stages of HR processes, policies, leave, internal HR systems, benefits, and other people-led programs.
- Ensure that cyclical activities, such as DBS renewals and appraisals, are supported by robust processes and information.
- Support the People and Culture Manager with projects and employee relations cases, including and not limited to note taking and documentation preparation.
- Maintain up-to-date knowledge and practical application of UK employment law.
- Other duties that may from time to time be necessary, compatible with the nature and grade of this post.

Whilst working at YoungMinds you will:

- Ensure that YoungMinds' HR policy and practices support and drive the organisation's work on AJEDI.

- Work with the Accountability Network Group to support and deliver on the charity's AJEDI commitments.
- Ensure YoungMinds' HR policy and practice is underpinned by safeguarding principles and contributes to the organisation's culture of care for staff, volunteers, contractors and young people.
- Always maintain and observe an appropriate level of confidentiality.
- Work in accordance with the organisation's vision, mission and values, and all policies and procedures.
- Champion the voice of young people and the value of their lived experience to deliver change, actively seeking to increase their involvement in the organisation's, and your team's, work.
- Support a culture of care for the staff, volunteers and young people we work with, including appropriate responsibility for safeguarding.

YoungMinds is committed to anti discriminatory policies and practices and it is essential that the post holder is willing and able to make a positive contribution to the promotion and implementation of YoungMinds' Equality & Diversity Policy. YoungMinds is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

| CRITERIA | To be assessed via Application form | To be assessed by assessment or interview |
|--|-------------------------------------|---|
| Experience | | |
| Strong HR advisory experience across the full employee lifecycle, with excellent attention to detail | X | X |
| Experience of providing first line support to managers and employees with HR queries and ER casework | X | X |
| Experience of working flexibly and creatively to manage and prioritise a busy and varied workload | X | X |
| Qualifications, Training, Skills and Abilities | | |

| | | |
|---|---|---|
| Excellent communication - you proactively and positively communicate with colleagues across the organisation and external individuals, to provide support and information | X | X |
| Resourcefulness - if you don't know the answer, you'll find it and share it | | X |
| Proactive – if you see something that needs changing or improving, you take the initiative to make the change | | X |
| You have the ability to work confidentially, accurately and sensitively with people, data and information. | | X |
| Knowledge/ Understanding | | |
| You keep your UK employment and policy law knowledge up to date and proactively share with others | X | X |
| You have an understanding of safeguarding principles, and how they apply within your role and the wider organisation | | X |
| You have an understanding of YoungMinds AJEDI commitments, our mission, vision, values and strategic plan | | X |
| Understand the importance of the employee voice and how to centre people in your work | X | |
| Appreciation of how AJEDI principles will affect HR work | | X |