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## Job Description – Resourcing and Wellbeing Assistant

Band: E

Reports to: Resourcing and Wellbeing Advisor

Location: National / Home based

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### Everyone's welcome

Everyone is welcome at English Heritage. We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve. We all work together to build an inclusive culture that encourages the diverse voices of our people.

### Who we are

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year.

No matter what you do or where you do it, by joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come. You'll find it's a workplace like no other – taking you behind the scenes of these extraordinary sites and supporting you to share your ideas, inspire others and make a difference.

### Where you'll be working

This role has the flexibility to be based from home or at one of our offices. You will get the opportunity to work at some of the most significant sites England has to offer and be required to travel reasonably regularly.

### What you'll achieve with us

People are key to everything we achieve at English Heritage – whether they are salaried staff or volunteers. Our dedicated and creative people help transform our visitor experience, curate the collection in our care and deliver our strategic plan. But managing a people resource is not always easy and the role of the HR and Volunteering team is to support line management with attracting, selecting, rewarding, managing, and listening to the very best staff and volunteers we can find.

This role is responsible for supporting the employment and volunteering brand so that it



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is relevant and attractive to diverse audiences in areas where we seek new people to join our workforce. It exists to ensure that our teams can deliver resourcing strategies that provide the pipeline of talent we require to deliver the Strategic Plan. The job holder will also promote a culture of wellbeing and support and work to ensure that all of our people enjoy a working environment that is worthy of an organisation that strongly invests in its people.

### **What you'll be doing as part of the team**

1. Manage and respond to queries in the team's outlook mailboxes within agreed service level, escalating when necessary or unable to resolve.
2. Assist in maintaining and reviewing the English Heritage website and intranet pages with latest imagery and case studies which represent the diversity and range of roles within English Heritage. This includes supporting with refreshing and maintaining a catalogue of imagery that can be used across the wider HR & Volunteering teams to promote and communicate within internal communications and learning platforms (Fuse).
3. Support the Resourcing and Wellbeing Team to promote and communicate the range of wellbeing support that the organisation provides to our employees and volunteers.
4. Be the first point of contact for all queries (phone and email) relating to our recruitment system, liaising with recruiting managers and system supplier for troubleshooting and change updates. This includes making and communicating updates to the recruitment system where required.
5. Raise, log and manage purchase orders and invoices, escalating queries to appropriate stakeholders.
6. Organise and minute team meetings and network meetings such as bi-monthly Mental Health First Aiders network.
7. Monitor certification of our Mental Health First Aiders network and update changes to network on our learning platform (Fuse) and Intranet.
8. Monitor the organisations EDI calendar and support any wellbeing communications as part of this, updating appropriate platforms where necessary e.g. the internet
9. Co-ordinate and book training and events for HR, Volunteering and Wellbeing related subjects such as Mental Health First Aider training, HR Power Hour sessions, Recruitment training.
10. Share best practice and knowledge with HR Assistants in wider team which supports our People Plan.
11. Support the Resourcing and Wellbeing team with outsourced services provided by Historic England as well as advertising, Occupational Health and EAP



12. Create and run reports as and when required such as EO data, survey data.
13. Provide support in the administration and implementation of the Investors in People re-accreditation and People Surveys such as compiling data and providing reports.
14. Assist with the co-ordination of EDI network campaigns and events such as Pride

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager. We're also committed to providing equality of opportunity so if you have a disability, we would be happy to discuss reasonable adjustments to the job with you.

### **We're Flexible**

We are dedicated to the wellbeing of our employees and will actively support you to find the balance which enables you to thrive. We have flexible working policies; we recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We are happy to talk about how best we can accommodate your needs.

### **We're Disability Confident**

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.

### **Who we're looking for**

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| <b>Essential Experience</b>                                                                                                                                                                                          |
| <ul style="list-style-type: none"><li>• Experience of databases and systems</li><li>• Experienced administrator</li><li>• Experience of giving advice to customers in a friendly, solution-oriented manner</li></ul> |
| <b>Essential Skills / Knowledge / Qualifications</b>                                                                                                                                                                 |



- A service mentality. Able to build effective relationships with HR teams, employees, volunteers and suppliers who are geographically dispersed.
- Sound judgement and reasoning skills and an appreciation of the sensitive nature of HR work
- Good written business English and verbal communication skills
- An interest in resourcing
- Ability to priorities, plan and organise efficiently
- Self-motivated and uses initiative
- Competent IT skills; MS Word, Excel and PowerPoint
- Great attention to detail; able to spot mistakes
- An interest in the work of English Heritage
- Level 2 English and Mathematics (GCSE grade A\* - C or 9-4 is required for the apprenticeship)
- An interest in the work of English Heritage

### Essential Behaviours

- English Heritage core behaviours, which are:
  - Collaboration – working with others
  - Innovation – coming up with ideas and improvements
  - Empowerment – making decisions
- Comfortable building rapport and working well in a team
- Able to encourage people to find solutions
- Communicates openly with clients and colleagues
- A creative thinker and keen to drive continuous improvement
- Ability to deal with people at all levels.
- Self-starter with ability to work on your own initiative without the need for a team around you as well as working collaboratively.
- Well organised and able to handle multiple projects at one time, prioritise, meet deadlines and keep calm under pressure



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### **Additional Circumstance to Consider**

This role requires occasional travel to sites and offices that are often in remote locations and so a full driving license is advantageous but not essential. Occasional overnight stays away from home will also be required.

We are happy to discuss this in more detail to support your work-life balance.